



# Sustainability Report 2023

*in tune with you*



## About this Report

This is SFI Health's second Sustainability report, it covers our global operations for the calendar year 2023. This report has been prepared in accordance with the [GRI Sustainability Reporting Standards](#). It was submitted to GRI for the Content Index Service which was successfully completed. For more details on GRI and its activities please visit [www.globalreporting.org](http://www.globalreporting.org).

This report reflects the activities of all our companies in Australia, Switzerland, South Korea, United States, United Kingdom and South Africa in 2023. The objective is to present to our stakeholders our current status of non-financial performance, our sustainability commitments and our goals.

Changes in business focus or model may occur between the reporting timeframe and the publication date. Any confirmed and publicly known changes will be explicitly stated in the report.

This report is not externally assured but has been subject to verification work by our management, Board and by external consultants. Most of the material information reported has been either provided or verified by third parties or meets the most stringent criteria of the countries where SFI Health operates.

Our greenhouse gas ("GHG") emissions and the accuracy of the CO<sub>2</sub>e inventory on pages, 46-48 have been verified by an independent third party.

This report has been published under the supervision of Dr. Robert Hendriks, MD, MBA, GAICD, Group CEO, with the support of Positive Organizations Sagl.

Comments & suggestions can be sent via our website:

<https://www.sfihealth.com/contact-us/thank-you>

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# A Message From Our Leadership

We are facing unprecedented global environmental and social challenges requiring long term, consistent action from all sectors in society; households, corporations, and governments.

We're advocating for behaviour change, promoting actions that improve sustainability and from viewing issues as someone else's problem to understanding collective responsibility is crucial for all of us. We assert that companies bear a responsibility to address climate change, social equality, and ethical behaviour. As integral parts of society, companies consume resources, use infrastructure, and employ people, impacting both the environment and society. Taking responsibility isn't just morally right; it's increasingly expected by consumers, employees, and governments. At SFI Health, we depend on nature for our product ingredients, so we recognize the need to act sustainably to maintain our position as a trusted leader in developing natural health solutions. We're committed to being responsible, and successful, ensuring our actions are sustainable for the long term.

Whilst our company has a long history of responsible decision making and actions including sustainable sourcing of marine oils, packaging decisions and seeking energy efficiencies, our actions and focus have intensified in recent years as we have organised ourselves around key initiatives such as assembling regional green teams, opening ourselves to external, transparent audits, aligning to global best practice measurements and committing to voluntary sustainability reporting. These efforts have touched every region, site, function, and team within our organisation.

SFI Health has embarked on a long-term commitment and much of our action has been grounded in better understanding our footprint, impact, and opportunities for improvement. Our data first approach has taken some time and will result in ambitious, yet realistic targets and actions in the years to come and which are outlined in this report.

With our report we continue to fulfill two fundamental objectives. First, to communicate transparently and honestly to our stakeholders about our past and present ESG progress, specifically, our GHG emissions and our social and economic attributes. Second, we want this report to be the continuation of a journey towards becoming a more sustainable company. Our commitments will define our future direction and highlight our innovative nature and genuine motivation to be a good corporate citizen. Whilst we have been active in the ESG space, this report represents a renewed public commitment which details our efforts and engagement towards contributing to the Paris Agreement's directives.



You are invited to read details of our CO<sub>2</sub> inventory following the ISO14064-1 and GHG Protocol. We have collected data on a wide range of quantitative and qualitative indicators, including environmental data such as energy and water usage, CO<sub>2</sub> emissions, and employee engagement. These results establish a clear understanding and measure point which help us compare to the industry and set ESG roadmaps for the future, including an emissions reduction roadmap toward net-zero. This report also includes social data on community and philanthropic engagement together with economic data, anti-corruption and procurement practices.

Performing on promises made is a core value of SFI Health, our report represents a binding engagement towards our stakeholders, customers and the planet.

I proudly encourage you to read our sustainability report.

Robert Hendriks  
SFI Health Group CEO



# SFI Health at a Glance

# About SFI Health

SFI Health is a global, natural healthcare company. We passionately design, develop and deliver world-class solutions for complex needs in the areas of microbiome and cognitive health, giving people the confidence to choose for better wellbeing.

Our portfolio of SFI Health branded products include the Equazen® and Ther-Biotic® brands, which are the foundation of our business and sold throughout the world, primarily through healthcare professionals who trust them to deliver the health outcomes their patients need.



## EQUAZEN® + THER-BIOTIC® *For every mind.™*

In addition to producing a range of high quality SFI Health branded products, SFI Health offers a large volume Contract Development and Manufacturing (CDMO) service, and in the future, this will be predominantly offered through the US manufacturing facility. This service includes an end-to-end delivery covering product design and development, ingredient sourcing, packaging and label design within an externally accredited facility, produced to high quality standards.



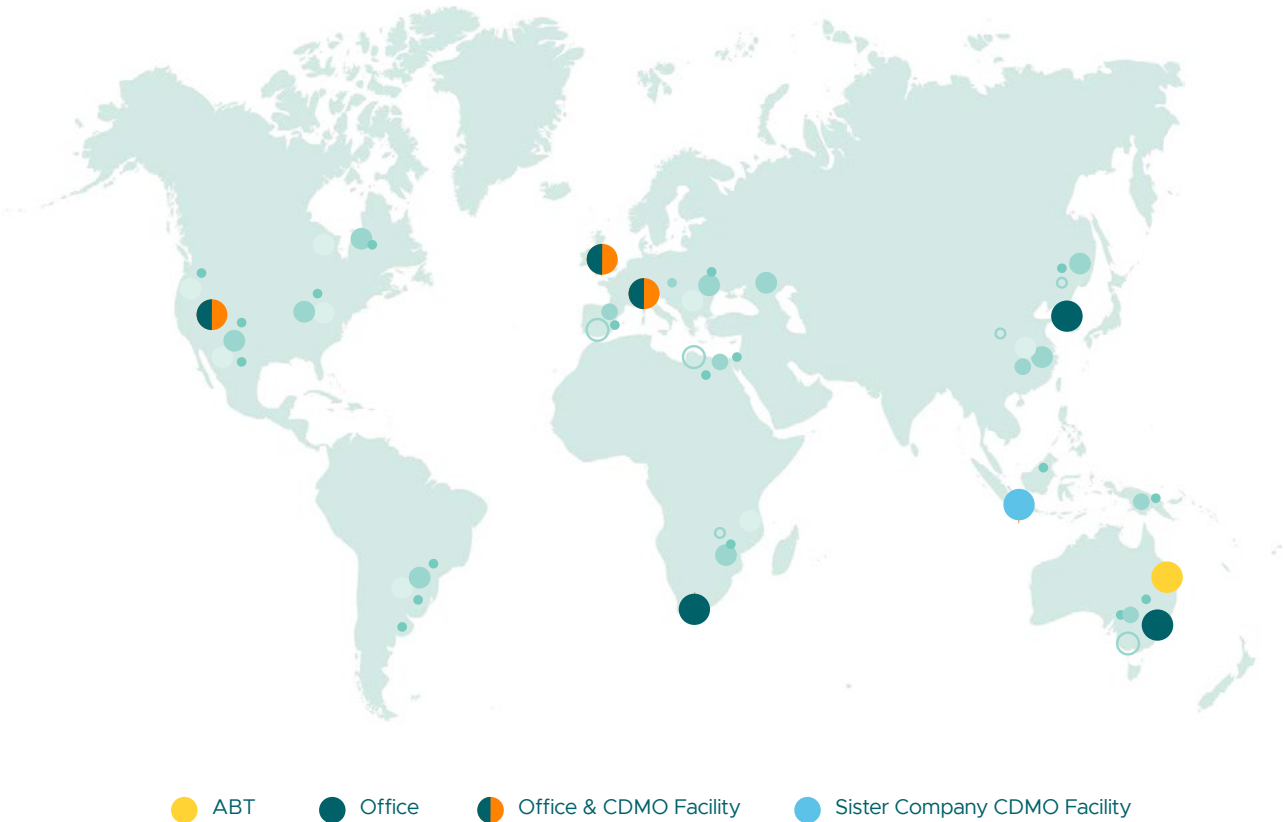
**The Group's Global Headquarters in Sydney Australia.**

Global leadership oversees central functional areas including; Group general management, human resources, administration & finance, compliance, data protection, marketing and digital marketing, information and communication technology, scientific affairs and corporate communication.

The Group has a footprint in Australia, Switzerland, the United Kingdom, the United States, South Africa and South Korea.

SFI Health has a portfolio of over 300 high quality SFI Health branded products. Our facilities have a diverse range of production and packaging capabilities with external certifications and registrations. In addition to our own facilities, SFI Health has embarked on a joint venture to manufacture biotherapeutic raw materials in Australia with Australian Biotherapeutics.

SFI Health manufacturing and office locations, 2023





# Leadership and Governance

## SFI Health Board of Directors



**Mr. Eng Liang Tan**  
Chairman / President  
Commissioner of SOHO  
Global Health



**Dr. Robert Hendriks**  
SFI Health Group CEO

## Senior Executive Team

The Senior Executive (SET) team report directly to the CEO. SET members provide leadership, active support and commitment to all business units and employees.

<https://www.sfihealth.com/about-us/leadership-team>



Back row – left to right: George Tan, Dr. Robert Hendriks, Matthew Brabazon, Rachel Carter and David Sisk.  
Front row – left to right: Arvinder Grover, Gian Luca Ligas and Gilbert Cheong Foo.

# History and Milestones

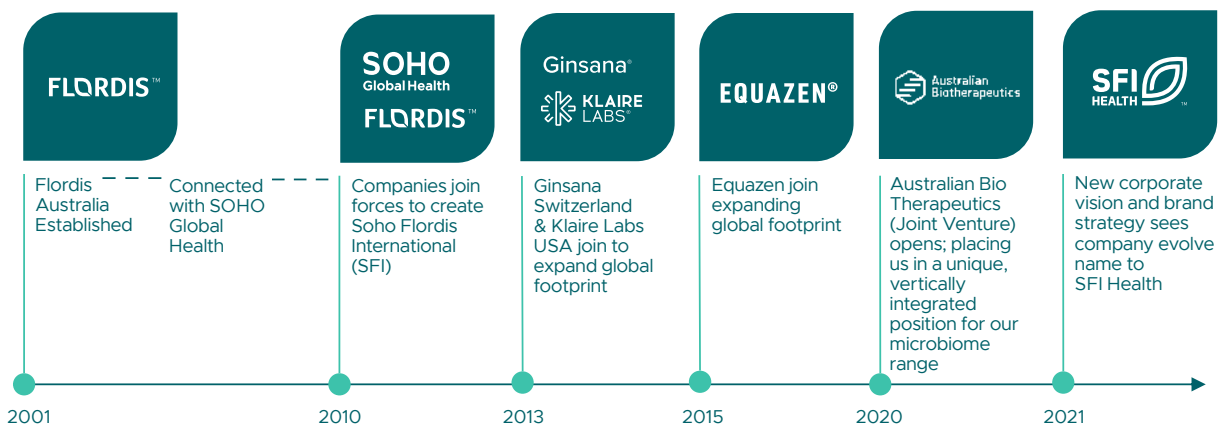
Soho Flordis International (SFI), originally using Flordis products, was established in 2010 in Australia to fulfill the vision of Mr Eng Liang Tan, SFI Health Founder and Executive Chairman.



“It has long been my vision of developing quality natural healthcare products and sharing these with people around the world.”

Mr Eng Liang Tan, 2010

- In 2010 Flordis joined forces with Soho Global Health (SGH), a leading healthcare company in Indonesia with more than a 60-year history and outstanding competencies in the areas of natural/herbal health care products and services. Soho Flordis international (SFI) was then created. Today, SGH is a listed public company in Indonesia who was and remains the majority owner.
- In 2013 SFI acquired Ginsana from Pharmaton in Switzerland (a Boehringer Ingelheim company), and ProThera, owner of the Klaire Labs brand, in the USA. The strategic acquisitions strengthened SFI's position as a global leader in the growing field of probiotics and herbal treatments.
- In 2015 SFI acquired Equazen to strengthen its position in cognitive healthcare as well as Potter's, the leading – and oldest – UK manufacturer and supplier of traditional herbal treatments based in Wigan, with more than 200 years of history.
- In 2021, the Group changed their name to SFI Health and continues to offer leading healthcare professional as well as consumer brands, B2B solutions globally via externally certified and registered facilities in Switzerland, the USA and UK.



# Our Purpose, Vision & Values



## Our Purpose

For us, it's personal. We understand there is a lot of confusion and complexity surrounding natural healthcare alongside pharmaceutical products. Healthcare professionals and their patients need to know what to use and when. Our objective is to help solve this complexity, and we believe it's our responsibility to bring proven natural healthcare solutions to promote confidence in natural healthcare, with integrity, courage and passion.

## Our vision

Our vision is to be the trusted global leader in developing & delivering human microbiome and cognitive natural solutions that enable people to make informed health choices confidently.

## Our core values

Our core values set the standard of behaviours within SFI Health and underpin the impact we want to have through integrative health, they are deliberately worded with verbs to ensure they are brought to life through action. These values are embedded into working life at SFI Health from employee-led values committees, to awards, recognition and incentive programs through to the annual performance review process.



Progress human quality of life



Act on learnings



Perform to promises made



Promote diversity



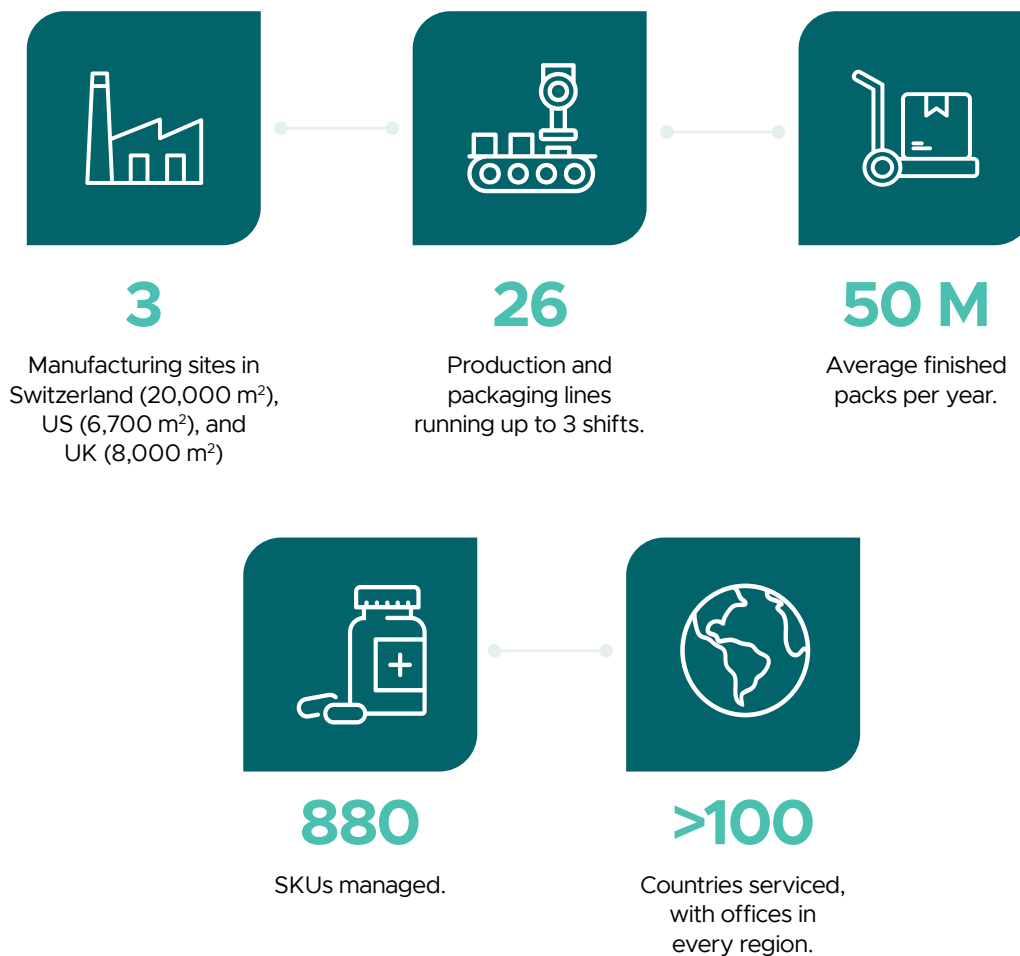
Make a difference

# Our Business Model

SFI Health is a vertically integrated, global natural healthcare company working across the value chain, from sourcing of natural ingredients, research and development through to direct sales.

Our customers are leading global and regional healthcare and consumer goods companies, retailers, distributors, healthcare professionals and end consumers. With our in-house manufacturing, packaging and logistic infrastructure, SFI Health offers unrivalled flexibility in terms of volume, quality, product format and packaging.

This report covers the reporting period of 2023 and highlights our operating model during that timeframe.



Our Business Model is first and foremost based on a simple principle: to apply the most rigorous scientific approach, backed by evidence, to natural products. The robust and independent research methodology is an essential pillar of our aim: thoroughly evaluating the evidence base, including our own research of natural products and ingredients, an essential criterion for developing an integrated approach to healthcare.

SFI Health manufactures and distributes various well-known Brands, with documented health benefits, in the Cognitive, Microbiome and Wellbeing therapeutic areas. Our Brands, Equazen® and Ther-Biotic® are the foundation of the business and sold throughout the world, primarily through healthcare professionals who trust them to deliver health outcomes their patients need.

# Our Branded Portfolio

SFI Health branded portfolio consists of over 300 SKUs distributed to all regions globally. Specialising in solutions for cognitive and microbiome support, SFI Health also recognises the interconnectedness of the gut-brain axis with ambitious innovation pathways in this emerging therapeutic space.

Our branded portfolio is recognised for its' excellence in quality, efficacy and science and is predominantly driven by Healthcare Professional recommendation.

## Cognitive

Using robust scientific evidence, our cognitive health portfolio helps nourish, protect, and support the potential of every human brain. Equazen® - is a highly respected brand containing a clinically researched ratio of essential fatty acids. The portfolio covers all life stages, from pregnancy to adulthood. Its uniqueness is driven by a solid base of scientific evidence, specifically in cognitive health, learning and ADHD-related symptoms.



## Microbiome

Through decades of meticulous research and innovation, SFI Health has formulated products to help restore and maintain the functionality of the human microbiome, essential to health. SFI Health provides quality probiotics, enzymes, and other combination supplements offered as our key brand Ther-Biotic®, to support optimal microbiome outcomes for even the most sensitive individuals.



## Wellbeing

Our products are sold worldwide, primarily through healthcare professionals. Following years of expertise and research SFI Health has crafted a portfolio of nutraceutical products precisely balanced to support overall health and wellbeing.



## CDMO

In 2023, the SFI Health Solutions division provided a full-service Contract Development and Manufacturing Organisation (CDMO), offering a wide range of services and activities such as manufacturing, analysis, certifications, logistics and tailored value-added services. Our manufacturing sites in Switzerland, USA and UK offer a broad range of services to meet the most challenging and complex commercial needs. We have an impressive track record in applying innovation, creativity and lateral thinking to resolving large-scale design and industry-wide manufacturing challenges for our clients.

SFI Health Solutions helps our clients grow their business across the world, in accordance with local regulations, with a wide range of over-the-counter, dietary supplements and medical food formulations across most therapeutic areas, including Immunity, Cognitive, Sleep, Cardiovascular, Energy and Digestion. Our clients range from retailers and e-commerce businesses, to pharmacy chains and healthcare professionals.

Our preference is to take an eco-friendly approach, focusing on the use of naturally derived ingredients and increasing our use of sustainable packaging. We will work with our clients to help manage environmentally sustainable applications, certifications, and related requirements.



### We Design

This first phase focuses on concept creation and idea scoping to determine feasibility, including commercial and regulatory contexts. We work collaboratively to design and evolve early-phase concepts.



### We Develop

During this stage, theoretical solutions are transformed into a real product prototype that can be held in the hand – tangible products with defined and tested technical specifications.



### We Deliver

Commercial-scale production and packaging is the third pillar of our service offering. In this stage, the product is manufactured to commercial quantities ready for distribution to our clients.



# SFI Health Manufacturing Footprint

SFI Health has multiple manufacturing sites around the world with complementary capabilities and externally recognised credentials, signalling the highest quality for our branded products and for the assurance of our CDMO partners.

The teams at SFI Health Solutions in Europe specialize in product formulations containing herbs and botanicals and manage the daily mix of botanicals, vitamins, and minerals. All products are manufactured by our facilities in Switzerland and UK, and bear authorized European Food Safety Authority (EFSA) claims and verified marketability as food supplements for Swiss and European markets.

SFI Health Solutions Americas specializes in probiotics formulations and development. From a single ingredient product or a combination formula addressing specific health needs.



Made in the USA with domestic and global ingredients

Produced under a strict quality management in compliance with



and third-party certifications



## Manufacturing capabilities and certifications

	Switzerland	UK	USA
<b>Production Capabilities</b>			
Encapsulation	Yes	Yes	Yes
Dry Blending	Yes	Yes	Yes
Mixing	Yes	Yes	Yes
Tableting	Yes	Yes	Yes
Wet granules	Yes	No	No
Powder blending	Yes	Yes	Yes
Tablet coating	Yes	No	Yes
Liquids	Yes	Yes	No
Screening / Delumping	No	No	Yes
Roller compaction	No	No	Yes
Milling	No	No	Yes
<b>Packaging Capabilities</b>			
Blister	Yes	Yes	No
Bottle Labels	Yes	Yes	Yes
Custom sticks	Yes	No	No
Liquids into bottles	Yes	Yes	No
Product sterilisation via label and product coding	Yes	No	No
Pills into glass & HDPE bottles	Yes	Yes	Yes
Powder / granules in sticks	Yes	No	No
Pills into PET	Yes	Yes	Yes
Powder filling	No	Yes	Yes
Powder into glass, PET & HDPE bottles	No	No	Yes
<b>Certifications</b>			
GMP	Yes	Yes	Yes
HACCP	Yes	Yes	Yes
ANVISA	Yes	No	No
SFDA	Yes	No	No
FDA Registered	Yes	Yes	Yes
Agroscope	Yes	No	No
TGA Health Safety Regulation	Yes	No	No
MHRA	No	Yes	No
ISO 4500:2018	No	Yes	No
FSSC ISO 22000 Certification	No	No	Yes
IPA (international probiotics association)	No	No	Yes
USP GMP certified & inspected	No	No	Yes

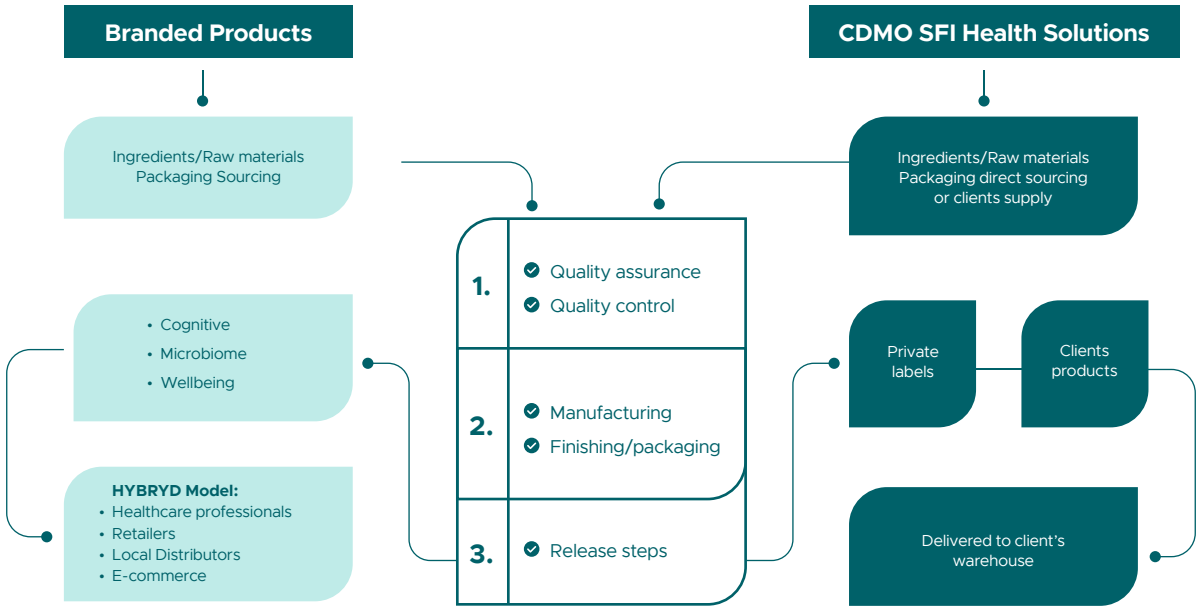


# Our Supply Chain

SFI Health operations rely on a global supply chain network for the sourcing of natural ingredients, raw materials and packaging. Suppliers undergo a thorough qualification process and each material is carefully tested to meet our strict quality standards. Traceability at every step is at the core of the “Source to Consumer” philosophy.

At SFI Health, traceability encompasses three basic components:

- All aspects of the raw materials before they reach our manufacturing site.
- The internal processes within SFI Health.
- All aspects of the finished product after they leave our manufacturing site.





# Sustainability at SFI Health



# Our Sustainability Manifesto

Through our activities, we are determined to generate a positive impact on society and to protect the environment. We accept responsibility to continuously reduce the operational impacts on the environment, strengthen ethical behaviour along the value chain and maintain our commitment to societal programs that support better health.

## SFI Health's Sustainability Manifesto

SFI Health's Sustainability Manifesto is the expression of the Group's commitment to increase its efforts towards environmental protection, social engagement and economic responsibility in its culture, strategy and operations.

### Principles:

- ✓ Sustainability is a journey we are determined to travel, step by step.
- ✓ This journey is about embedding the principles of environmental protection, social engagement, strong ESG governance in all our operations.
- ✓ As a global leader in natural health, it's our duty to protect the environment where our ingredients are sourced.
- ✓ As a good Corporate Citizen, we contribute and participate in the lives of our communities, and as a responsible organisation we generate meaningful economic value that will benefit others fairly.
- ✓ We are determined to support the sustainability performance of partners – suppliers, clients, distributors, retailers – in a spirit of collaboration, to generate the impact we cannot achieve by ourselves.
- ✓ We do this because it's the right thing to do. It's a responsibility to ourselves, our customers and to the world.

### Objectives:

- ✓ To minimize our environmental impact, maximize the social performance, generate superior economic results and fairly share the value generated.
- ✓ To collaborate with our suppliers, partners and peers in order to improve the performance of the whole value chain, and the overall industry.
- ✓ To be the partner of choice for leading healthcare brands through outstanding products and services, as well as a world-class sustainability performance.
- ✓ To build and enhance reliability, trust and reputation through our corporate engagement, improved supply chain transparency, a responsible sourcing, and clear science-based carbon reduction path.
- ✓ To better manage future risks, by innovating and enhancing the Brand value and future proofing our performance.
- ✓ To have proud and engaged employees.
- ✓ To contribute towards the achievement of the Agenda 2030 and the SDG to anticipate unavoidable, sustainability driven future regulations and compliance requirements.



## We do it by:

- ✓ **Communicating** progress in a transparent and objective way through Sustainability Reports based on universally recognised standard.
- ✓ **Creating** a roadmap to decarbonize our value chain through science-based targets.
- ✓ **Fostering** a sustainability mindset across the organisation, through regular communication and training.
- ✓ **Engaging** with our stakeholders, internal and external: what is done well and what can be improved? How can we support you in your sustainability goals? What is important for you?
- ✓ **Making** an inventory of our current status; we measure performance through the analysis of quantitative and qualitative information.
- ✓ **Assigning** responsibilities and implementing our plan.
- ✓ **Defining** our sustainability strategy, goals, plans, KPIs.
- ✓ **Monitoring** progress and adapt actions, to reach our goals.



# SFI Health and the United Nations Sustainability Development Goals





The Sustainable Development Goals (SDGs) were designed by the UN to cover a broad range of social and economic development issues by mobilising efforts to end all forms of poverty, fight inequality and achieve social and economic development.

Through our ambitious purpose and sustainability goals, we actively support the delivery of the SDGs where we believe we can make the greatest impact. As with the approach of other companies, SFI Health has first assessed which of the SDG goals are most relevant to our field of operation.

Seven of the seventeen goals were assessed as being strongly relevant to the SFI Health business model. SFI Health has prioritised these SDG goals to focus on in the years ahead.

## SUSTAINABLE DEVELOPMENT GOALS

<b>1</b> NO POVERTY 	<b>2</b> ZERO HUNGER 	<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 	<b>5</b> GENDER EQUALITY 	<b>6</b> CLEAN WATER AND SANITATION 
<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<b>10</b> REDUCED INEQUALITIES 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 
<b>13</b> CLIMATE ACTION 	<b>14</b> LIFE BELOW WATER 	<b>15</b> LIFE ON LAND 	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	<b>17</b> PARTNERSHIPS FOR THE GOALS 	

As signatories to the 2030 Agenda, all countries where SFI Health operates have formally committed to the SDGs and put in place national strategies to achieve them. SFI Health recognizes the fundamental importance of this initiative, hence we have integrated the SDGs in our sustainability strategy. Through our activities we are contributing towards the achievement of 7 goals.



### SDG 3

#### Good Health and Wellbeing

SFI Health has an active safety at work program which is especially critical in our manufacturing facilities. In 2023, there was a 50% decrease in lost time incidents compared to the previous sustainability reporting period. Additionally, there were no recorded fatalities in either reporting period.

SFI Health continues to offer products containing clinically researched ingredients, containing therapeutic dosages. Many products in our branded portfolio are supported by end stage clinical trials. Our products are predominantly recommended through medical channels and we are currently actively supporting research with independent tertiary institutions including the Facilitated Advancement of Australia's Bioactives.

These products continue to be offered to our employees at significant discounts.



### SDG 5

#### Achieve gender equality and empower all women and girls

This remains a key reporting focus for SFI Health where we internally focus and publicly report on elevating female advancement within SFI Health. This report reports on our commitment to implement a retention, development and recruitment strategy to ensure an inclusive environment where executive female representation, within the senior, global and regional leadership teams remains above 40%.



### SDG 9

#### Industry, Innovation and Infrastructure

Since our last report in 2021, SFI Health has created an environmental management system (EMS) and submitted this as part of two external audits (Ecovadis and S&P). Our EMS has identified key infrastructure projects, including HVAC updates, to help us reduce our GHG emissions and work toward carbon neutrality.



## SDG 12

### Responsible Consumption and Production

During 2023, all regions within SFI Health created regional packaging roadmaps to identify opportunities to decrease waste, improve transport efficiencies and improve the circularity of product packaging. These roadmaps are currently undergoing feasibility analysis.



## SDG 13

### Climate action

We continue to measure and report a range of measures which impact climate including carbon emissions which are externally certified. We have made progress towards introducing Science-Based carbon emission targets in line with sectorial decarbonization pathways and are actively working with our suppliers to understand their ESG commitments.

We work across the value chain to reduce our impact and gain efficiencies, this is reflected in several project streams including packaging roadmaps, ongoing carbon measurements and the introduction of climate targets within our environmental management system.



## SDG 14

### Life Below Water

We continue to depend on marine and coastal ecosystems for our leading brand Equazen® and are committed to transparent and sustainable sourcing, maintaining our 'Friends of the Sea' accreditation for the fifth consecutive year in 2023.



## SDG 15

### Life on Land

We depend on natural botanical ingredients for a number of products. We continue to encourage suppliers to implement sustainable practices and since our previous sustainability report have introduced an updated Supplier Code of Conduct which outlines SFI Health's preference to work with suppliers who align strongly with positive practices around sustainable land use, deforestation and protection of biodiversity.



# Our Stakeholders








We know sustainability issues are of great interest to our stakeholders and we are committed to providing transparent information on our activities.

Previous engagement with internal and external stakeholders helped identify material issues and provided qualitative insights into stakeholder expectations and readiness for collaboration around shared social, economic and environmental challenges facing all.



The results of stakeholder engagement helped shape the formation of sustainability KPIs within our first report and has helped inform decision making and actions since.

Our engagement with stakeholders continues through the following forums.

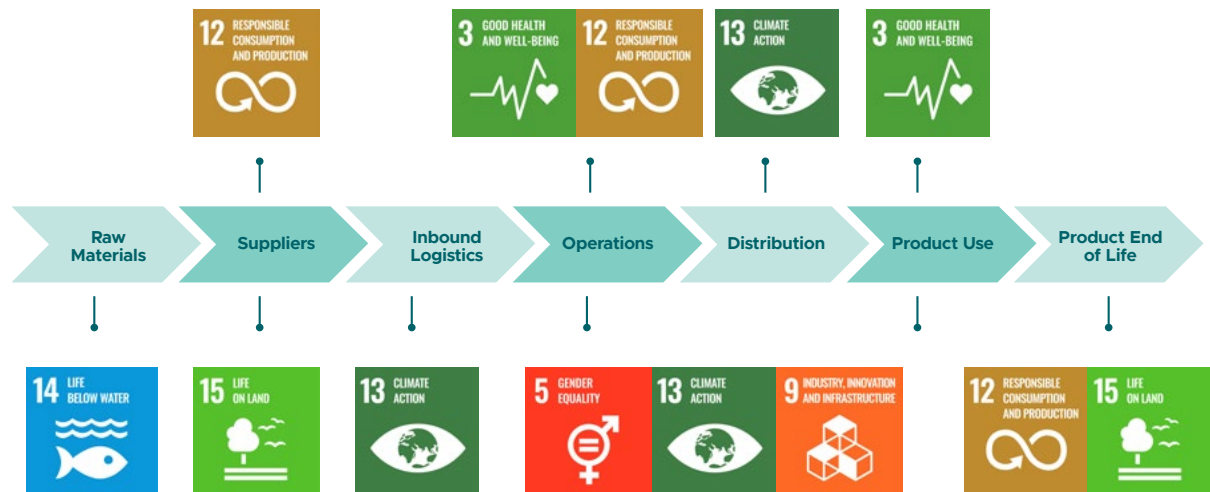
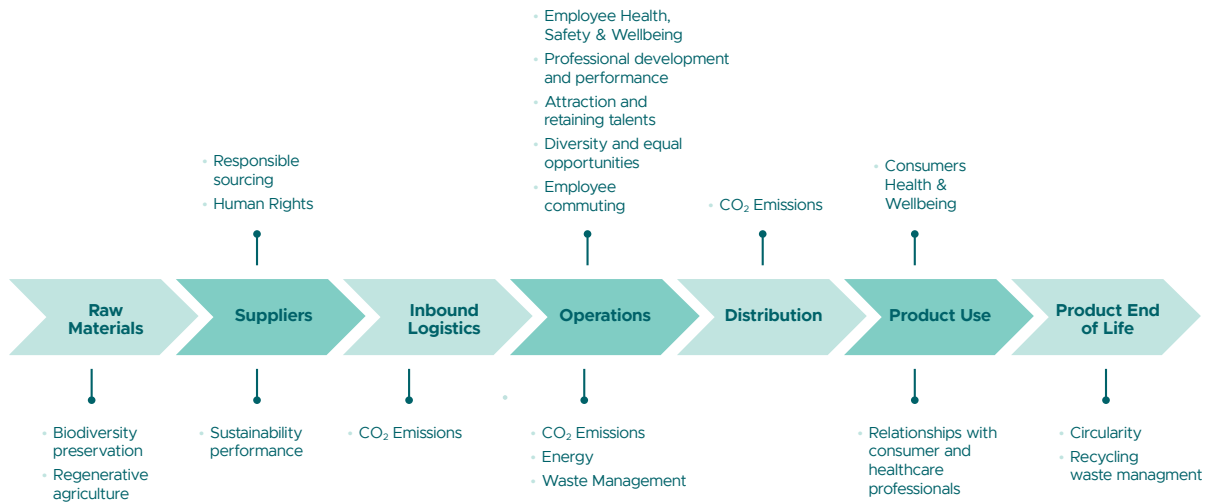
Stakeholder	How SFI Health engages with Stakeholders
 Suppliers	Partner selection meetings, audits, quality assurance inspections, business term discussions, Suppliers' code of conduct
 Our People	Ongoing communication via corporate intranet, company events, staff town hall meetings, training programs, project/product management meetings
 Distributors / Clients / Healthcare Professionals / (Branded products)	Regular meetings, congresses & exhibitions, constant interaction with commercial division, annual distributors' meeting, scientific trainings
 Customers / Clients (CDMO)	Regular meetings, congresses & exhibitions, interactions between development and commercial teams
 Consumers	Website, webinars, customer service, social media
 Natural Capital	Biodiversity, preservation and regenerative, agriculture forum and associations, sourcing of natural ingredients
 Shareholders and investor community	Board meetings, periodical reporting on business progress, annual meeting, casual meetings

# Material Topics: What Matters Most

A materiality assessment is the most appropriate tool to identify and prioritise the ESG agenda most relevant to our business. This assessment becomes an initial blueprint for the final sustainability strategy, supporting prioritisation of critical issues.

SFI Health developed their materiality analysis using the following approach:

1. Material topics relevant to our business were identified utilising the GRI Standards, the SASB framework, research briefs on natural products, nutraceutical and probiotics categories, and via analysis of companies who operate within the industry.
2. Identified issues were mapped as impacts against our value chain.
3. Issues were mapped against our value chain and the SDGs framework. This ensures SFI Health articulates material issues and defines strategy to a reference point recognised as being robust with respect to coverage of ESG materiality.



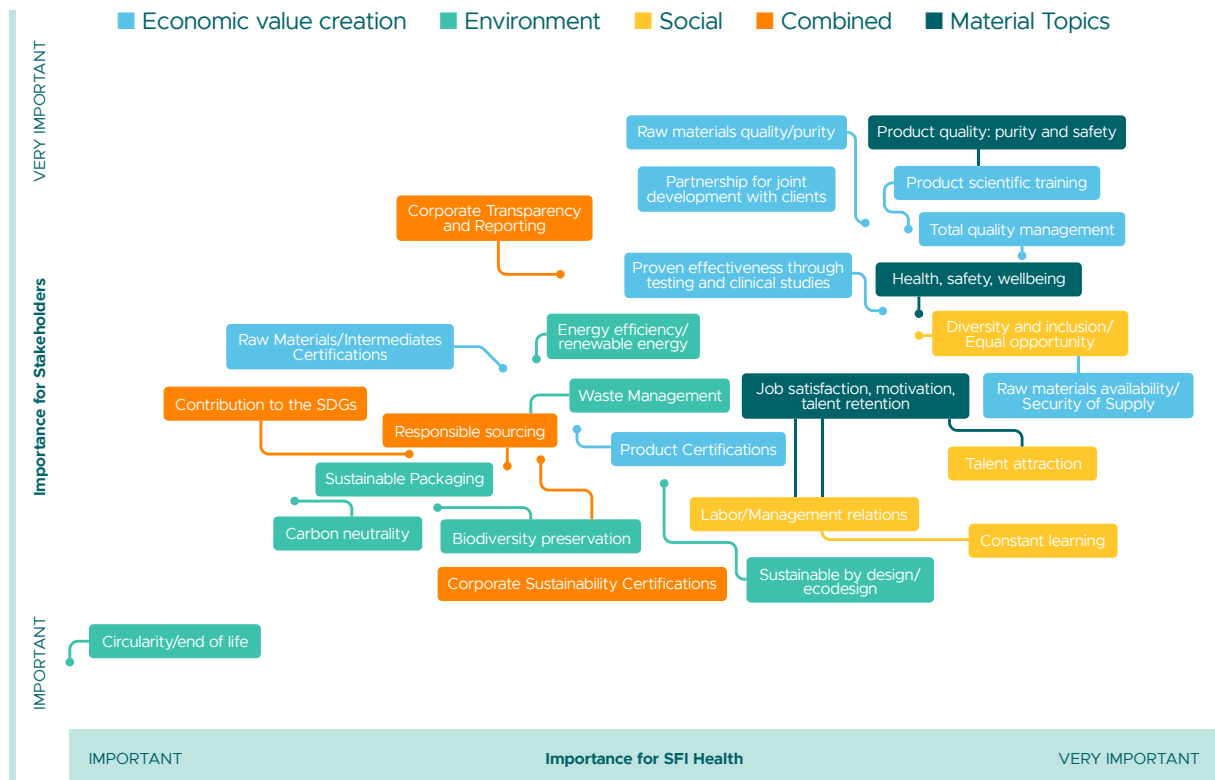
This methodology was followed prior to ensure a robust materiality assessment.

## Materiality Assessment

SFI Health’s materiality assessment was reported in 2022 and conducted with the participation of the Senior Executive Team. The material topics and their relevance were assessed in relation to:

- Relevance to SFI Health
- Relevance to stakeholders
- Capability and achievement in addressing each topic

The topics were organised into four categories: environmental, social, economic impact and combined ESG topics.



Current Senior Leadership of SFI Health have confirmed the currency of the materiality matrix.

The materiality matrix helps inform SFI Health's broader ESG strategy. Product quality, safety and purity being a pivotal material issue for ongoing value creation.

Similarly, social topics related to the employee satisfaction, wellbeing, health and safety, inclusiveness and diversity, are considered important for SFI Health and for the internal stakeholders, namely the workforce. Environmental topics (in particular sustainable packaging, carbon neutrality and energy efficiency/ renewable energy) and the combined ESG topics (such as transparency, reporting and contributions to the SDGs) are perceived as highly relevant to the external stakeholders (natural capital, investor communities, consumers).

SFI Health manages key material issues carefully under the ownership of senior business leaders within the organisation and will be reporting progress made in the following areas in subsequent reports.

# Materiality

SFI Health prioritise three material issues as being especially important to monitor and manage.

## 1. Product quality, purity and safety

Product quality, purity, and safety are critical for SFI Health, underpinning brand trust and corporate reputation, which are essential for sustainable business development and revenue generation. Prioritizing these aspects ensures we positively impact human health and align with our vision of fostering social progress. Managing this priority necessitates strategic approaches to mitigate risks and enhance revenue.

### Initiatives

- Internal and external quality audit program including HACCP, GMP, FDA registration, ISO 4500: 2018, FSSC ISO 22000 certification and USP GMP certified and inspected.
- Continuous supply chain visibility improvement; Implement supplier outreach to request external EcoVadis assessment from 2024.
- Ongoing staff training and update of quality SOPs with a requirement of 100% training of relevant staff.
- New staff onboarding process and programme with measurements and monitoring.
- Monthly Quality dashboard review with Senior Team leaders and corrective action plans for ongoing measurement and monitoring.

### KPIs

- Reduce Customer Complaints by 15% by end of 2024.
- Reduce Deviations by 20% by end 2024.
- Establish Supplier Scorecards that drive audits in 2024.
- Zero major /critical issues on third-party system audits.
- Implement new sustainability programs that drive innovative, improved processes and metrics in 2024.

### Executive KPI ownership

- Group CEO.
- General Manager USA Site.
- Head of Quality – USA site.

*All KPIs are linked to bonus eligibility and remuneration.*

## 2. Health, safety, and wellbeing

SFI Health cannot operate without the engagement, performance, and skill of our workforce. Ensuring Employee welfare (health, safety and well-being) is a material issue as SFI Health relies on Employee expertise, operational knowledge, discretionary effort and reliability to function.

This material issue is associated with workplace productivity and is materially linked to business revenue and risk profile of the company.

### Initiatives

- Onboarding / training and processes for manufacturing teams to machine certification level conducted by Supervisors.
- Mandatory rotation of employees involved in tasks requiring repetitive movements.
- Ongoing automation strategy to identify and introduce technology to reduce labor involving risk of physical harm.
- Implementation of cardinal safety rules related to forklift and machinery operation.
- Mandatory injury and near miss reporting and monitoring globally across all sites.
- Anti discrimination, bullying and harassment policies to protect psychological wellbeing.
- Embed work health safety into 100% of employee annual performance reviews.
- Implement annual external audits (Eco Vadis and S&P) to help drive incremental improvement with our safety practices and policies.

### KPIs

- Reduction of lost time injuries vs previous reporting year (ongoing KPI commitment, year on year improvement).
- Zero fatalities (ongoing annual commitment).

### Executive KPI ownership

- 100% team members across SFI Health including **all Senior Executives and Regional Executives** have health and safety as a dedicated section embedded within the annual performance review, linked to bonus eligibility and payment.
- Safety is part of the 'how' commercial results are achieved and **accounts for up to 50% of bonus remuneration benefits.**

*All are expected to actively contribute to lost time injury reduction, zero fatalities and creation of safe work environment.*

### 3. Job satisfaction, motivation, and talent retention

SFI Health values its workforce, recognizing that retaining key talent is vital for commercial performance. Recent organizational changes have temporarily destabilized parts of the business, making employee stability and retention a top priority for the Senior Executive Team. This focus is crucial, as the loss and replacement of talent significantly impact operating costs and business revenue whereas achieving stability is viewed as commercially advantageous with respect to revenue generation.

SFI Health has implemented the following initiatives to continuously improve job satisfaction, motivation and talent retention.

#### Initiatives

- Implementation of a company wide retention policy, shared with all employees.
- Employee driven engagement committees in all sites to engage employees around company values and health mission / impact.
- Annual compensation and benefit review using Mercer benchmarks and covering 100% of employees.
- Biennial company wide engagement survey measuring engagement and propensity to recommend SFI Health as a workplace; results shared with all employees.
- Reward and recognition schemes to reward key cultural behaviours including cultural behaviours company wide awards.
- Implementation of group wide flexible work policy including work from home and work from anywhere provisions for eligible positions.
- Communication calendars and cascade including Townhalls, 1:1 schedules and Group updates from CEO.
- Learning and Development plans sponsored by Managers.

#### KPIs

- Reduce voluntary turnover to 12% by 2025.
- Maintain or improve average employee engagement score >70% group wide (ongoing KPI).
- Implement a retention, development and recruitment strategy to ensure an inclusive environment where executive female representation, with the senior, global and regional leadership teams remains above 40% (ongoing KPI).
- Increase per capita training days from 2.5 days to 5 days, per year, for each employee by 2025.

#### Executive KPI ownership

- **Primary owners:**
- Global Head Human Resources and Organisation Effectiveness.
- Regional Heads of Human Resources.

*All Senior Executive team members share retention and engagement KPIs as part of Senior Group wide bonus eligibility and remuneration outcomes.*



## Materiality KPI Scorecard

MATERIAL ISSUE ONE: Product quality: Purity and safety			
KPI	2021	2022	2023
Reduce Customer Complaints by 15% by the end of 2024	938	1078	1058
Reduce deviations by 20% by end of 2024	334	123	79
Establish supplier Scorecards that drive audits in 2024			
Implement new sustainability programs that drive innovative, improved processes and metrics in 2024			
MATERIAL ISSUE TWO: Health, safety, wellbeing			
KPI	2021	2022	2023
Reduction of lost time injuries vs previous reporting period (ongoing commitment, continuous improvement)	7	4	3
Zero fatalities (ongoing annual commitment)	0	0	0
MATERIAL ISSUE THREE: Job satisfaction, motivation and retention			
KPI	2021	2022	2023
Reduce voluntary turnover to 12% by 2025	19.50%	28.40%	28.90%
Maintain or improve average employee engagement score >70% group wide (ongoing KPI)	>70%	>70%	>70%
Implement a retention, development and recruitment strategy to ensure an inclusive environment where executive female representation, with the senior, global and regional leadership teams remains above 40% (ongoing KPI)	38%	56%	45%
Increase per capita training days from 2.5 days to 5 days for each employee by 2025	2.5 days	2.8	3.3 days

■ New KPI in 2024, not tracked as part of KPI previously
 ■ Baseline





# Our approach to Sustainability



We continue our ESG efforts under the following framework, informed by the materiality assessment.

- 1** Caring about People
- 2** Preserving Nature & Acting on Climate Change
- 3** Natural Products and Sustainable Solutions
- 4** Acting Responsibly
- 5** Financial Value Creation

In each area, we have defined a set of KPIs in order to measure our performance over time.

# 1 Caring about People

Being a good corporate citizen and an attractive employer.

We do so by:

- Caring about the physical and mental health and safety of our employees.
- Fostering inclusion and diversity in the workplace, so that everyone can feel free to express oneself, develop, learn and grow.
- Engaging with local and industry communities including our apprenticeship program, partnership with universities, support of the ADHD Foundation in the UK.
- Valuing the feedback of consumers and healthcare professionals to help us address health and wellbeing matters and expand our portfolio.
- Striving to promote a responsible supply chain, compliant to human rights and environmental policies.

## Our People

**At SFI Health we firmly believe people are the cornerstone for success. In a world that is changing quickly, the talent of our people is fundamental for future success.**

For our people, working at SFI Health is more than just a job.

We bring on board those who share our vision to improve people's wellbeing and create an environment to match it. A workplace built on openness, accountability, and respect, where SFI Health employees have the support and inspiration needed to thrive.

We offer the same level of dedication, expertise, and passion to our people, as we do to advancing natural healthcare solutions. Because we believe that, to improve the lives of others, we need to look after our own.

We understand technology is changing the way we work and want to adapt and improve to maintain our employee's satisfaction; for this reason, we strive to provide a stimulating and enjoyable work environment where our people can thrive.

We believe work-life balance is of fundamental importance: we want our employees to develop their careers without having to forsake their personal goals.

To our team members we offer:

- Market-competitive compensation, outstanding office amenities and benefit plans designed around the needs of our diverse and global workforce.
- Recognition and rewards for the quality of work performed, the milestones achieved, and the time and loyalty given to the company.
- Diversity and inclusion: we are committed to fostering a culture where everyone can bring their whole self and is treated fairly and equally.

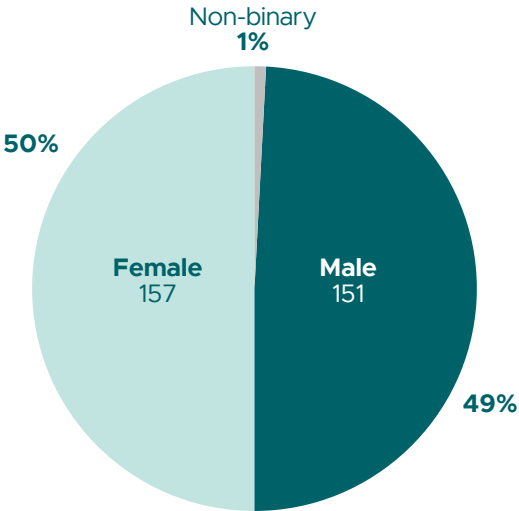
Our Employee profile has shifted due to a recent change in business strategy. This led to an organizational restructure to prioritize branded business growth and CDMO profitability.

Gender Ratios

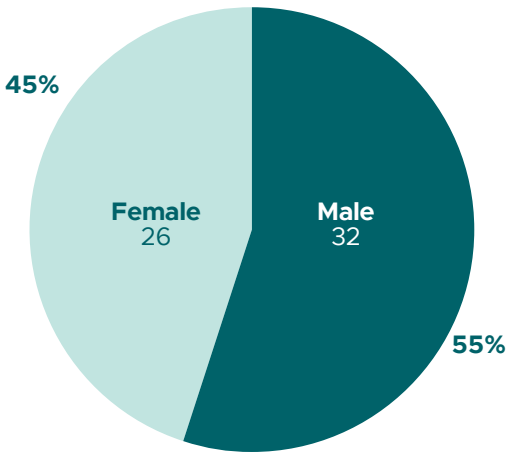
Total SFI Health Employees	2021	2023
Male	192	151
Female	208	157
Non-binary	2	4

Group & Regional Executives	2021	2023
Male	50	32
Female	31	26

Total SFI Health Employees 2023



Group & Regional Executives 2023



SFI Health has an ongoing commitment to gender representation at leadership levels, ensuring female representation remains at 40% or higher. Gender representation at senior levels of management have increased by 7% since 2021.

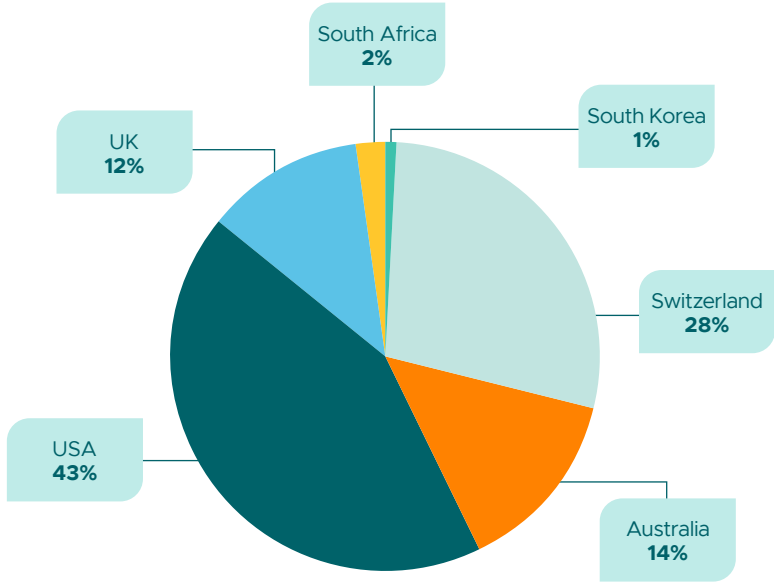


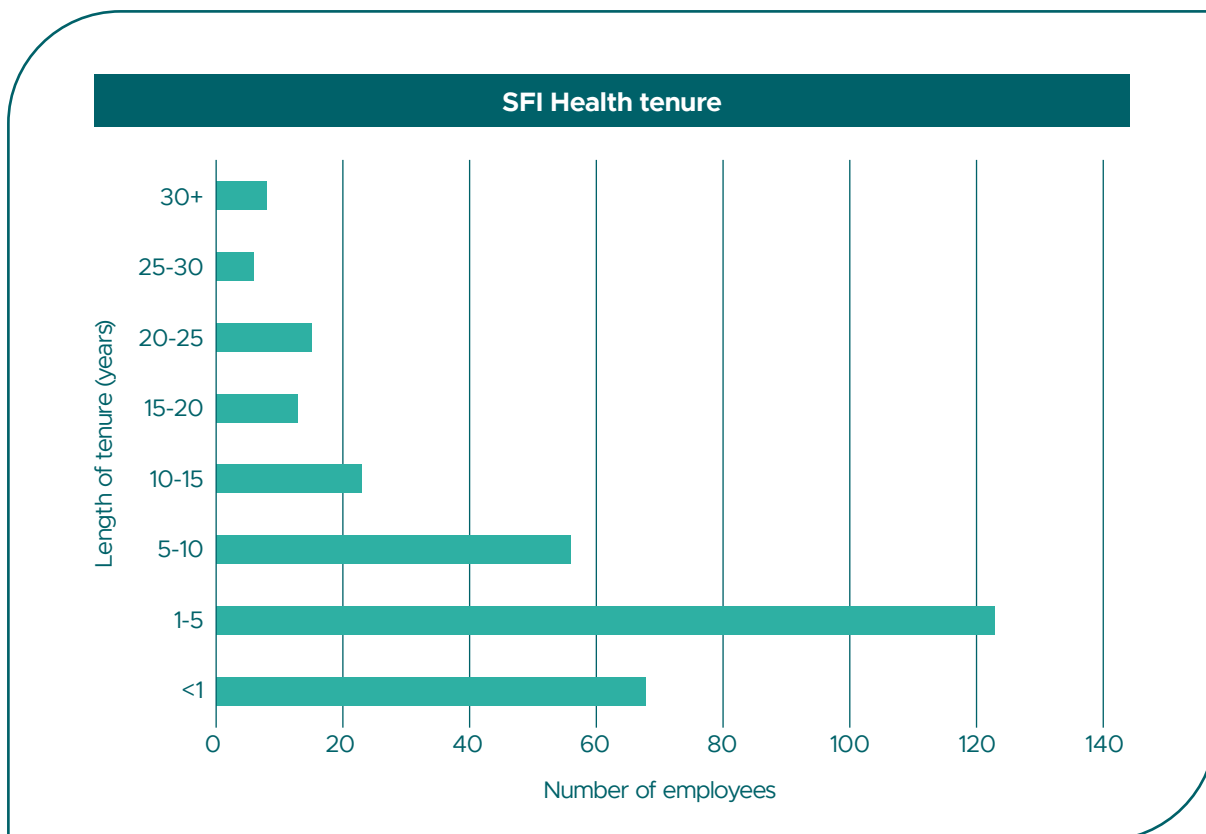
Our workplace restructured in 2022 due to focus on growth of our branded business and consolidation and profitability of our CDMO business, resulting in redundancies which contributed to a reduction in total employee numbers.

	SFI Health		Locations					
			Switzerland	Australia	USA	United Kingdom	South Africa	South Korea
<b>Total Headcount</b>	<b>312</b>		<b>87</b>	<b>44</b>	<b>135</b>	<b>37</b>	<b>7</b>	<b>2</b>
	Male	151 49%	55	22	60	14	0	0
	Female	157 50%	28	22	75	23	7	2
	Non-binary	4 1%	4	0	0	0	0	0
<b>of which Management roles</b>	<b>58</b>		<b>16</b>	<b>11</b>	<b>23</b>	<b>6</b>	<b>1</b>	<b>1</b>
	Male	32 55%	12	5	12	3	0	0
	Female	26 45%	4	6	11	3	1	1

SFI Health continues to work with a number of trusted distributors in all regions to establish, support and help improve accessibility to the health benefits provided by our portfolio. These partners significantly expand our commercial function and footprint and are not reported in the above table.

**SFI Health employees by location 2023**





SFI Health has grown through acquisition and is proud to retain long standing employees from companies who joined the SFI Health family since 2010, including Klaire Labs and Ginsana.

## Training

At SFI Health we value our people, encourage their development and support their professional growth. We do our best to build a sense of purpose and achievement among all team members in all our locations. In 2021, each of our employees benefited from an average of 2.5 days of training. We have made a commitment to improve training delivery from 2.5 days per employee per year to 5 days by the end of 2025.

In 2023 our employees benefited from an average of 3.3 training days per year, a modest increase from 2021.

		Total	Switzerland	AUS	USA	UK	SA	KOR
Hours of Training	Provided per year	6812	1614	1591	2429	1045	63	70
	Days per person	3.3	2.6	4.9	2.5	3.9	1.2	4.8

## Health, Wellness & Safety

Driven and passionate, our people are the heartbeat of the company. Inspired and supported by our values, they bring their deep experience and real selves to work every day, collaborating on projects to share the power of natural healthcare with the world.

We run a number of initiatives and programs to help our people enjoy a better work life balance, such as:

- Employee engagement committees
- Heavily discounted products for all permanent employees
- Social groups including book clubs and exercise groups
- Daily meditation groups

In 2023, there were 3 minor incidents requiring time away from work and we maintained our safety record of zero serious accidents or fatalities. This is a reduction from our previous report of 7 minor incidents and zero serious or fatal incidents.

Engagement with communities

## Caring about People

The culture of SFI Health is human centric and built on values such as promoting diversity, progressing the quality of life and making a difference. These values together with the support offered by SFI Health's Equazen® range demonstrates we appreciate the beauty of every mind.

SFI Health was proud to be a recipient of the UK's ADHD foundation for a Neurodiversity friendly workplace award in 2022. Through this ongoing collaboration, the organisation strengthened their commitment to inclusion.

The partnership inspired SFI Health to create their own 'Neurodiversity Week' reaching 100% of employees globally. The objectives were to improve understanding of neurodiversity and in particular the unique talents or superpowers accompanying neurodiversity.

The week involved events with participation from external organizations which encouraged learning and reflection about how we can make our workplaces more inclusive. The events often resulted in spontaneous connections and sharing of our employees' own experiences with neurodiversity and the recognition of the beauty and brilliance in all minds, which is the driving belief behind SFI Health's key cognitive health brand, Equazen®.

Following the week, 62% of our employees said they had a stronger understanding of neurodiversity and almost all employees saw the value of continuing this new tradition.



**“Our first group wide neurodiversity week focused on the spectrum of neurodiversity and why it's important to create a working environment which is inclusive and enables us all to bring our best selves to work.”**

Arvinder Grover,  
Group Head Human Resources



# Our 2023 commitments and progress

Our people are our foundation and bring our purpose and results to life. By living our values, we strive to create an inclusive and high engagement environment which is externally recognised. We strive to achieve the following commitments:

Metric	2021	2023 Progress	Comment
Implement a retention, development and recruitment strategy to ensure an inclusive environment where executive female representation, within the senior, global and regional leadership teams remains above 40%	38%	45%	This metric has exceeded our KPI, we will be continuing to ensure gender representation at senior levels.
Maintain or improve an average employee engagement score of >70%	>70%	>70%	SFI Health considers Employee Engagement to be an enduring KPI.
Reduce voluntary turnover from 19.5% to 12% or lower by end 2025	19.5%	26.5%	SFI Health restructured their business towards the end of 2022, which resulted in a higher than anticipated turnover at the beginning of 2023 when the redundancies occurred.
Increase per capita training days from 2.5 to 5 days for each employee by 2025	2.5 days	3.3 days	SFI Health has made progress in increasing training days for staff.

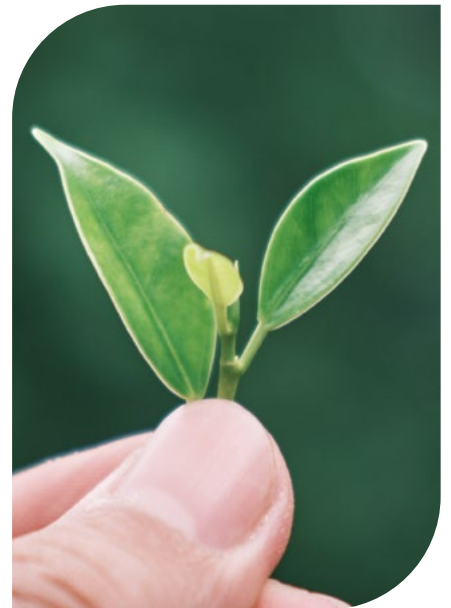


## 2 Preserving Nature, Acting on Climate Change

Our business is based on nature's benefits to human health. We believe nature is a foundation for the health of people and our planet. For SFI Health we are convinced protecting nature is not only the right thing to do, it makes sound commercial sense.

The ingredients we use for our products are heavily reliant on a sustainable natural environment, from wild harvested marine oils to carefully cultivate herbal ingredients. Sustainability is a long-term commitment and requires us to take action to reduce our environmental footprint and support local communities in which we operate.

SFI Health's supply chain relies on the availability of a number of natural ingredients, whose high-quality standards are carefully measured, monitored and guaranteed by industry certification including Friends of the Sea, GOED membership for fish oils and Good Agricultural Practices for botanical ingredients.



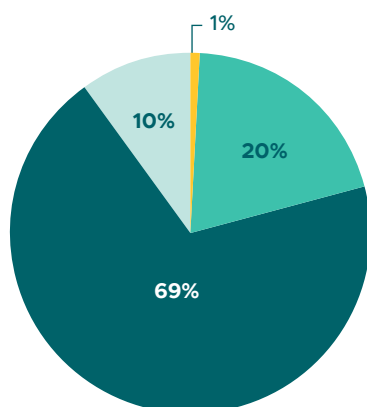
SFI Health's products at their very core exist to help people live healthier lives. We deeply appreciate the health of the planet, and its people are intrinsically connected.

In order to monitor our carbon footprint and to be able to build a carbon reduction plan in accordance with the Science Based Target initiative from 2023 onwards we performed a full carbon inventory scope 1,2,3 for year 2021 according to ISO 14064-1 and the GHG protocol. SFI Health commits to this measurement at least every 24 months and this report details our 2023 data. The inventory was certified by a third party organization in Switzerland, Climate Services SA.

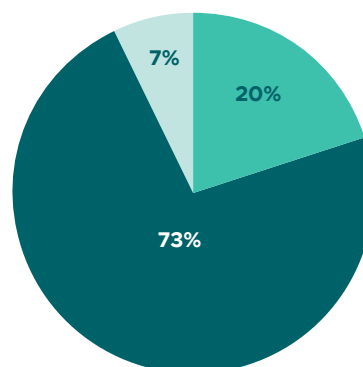
## Energy

	Natural Gas	Electricity	Total energy	Electricity from renewable sources	Total renewable sources	Total energy from renewable sources
Year	[KWh]	[KWh]	[KWh]	[%]	[KWh]	[%]
2020	3,182,687	4,856,836	8,039,523	48%	2,338,391	29%
2021	4,162,701	4,761,278	8,923,979	47%	2,260,416	25%
2022	-	-	-	-	-	-
2023	3,644,055	4,185,056	7,829,111	52%	2,188,222	28%

**Total Energy (kWh) - 2023 by location**



**Total Renewable Energy (kWh) - 2023 by location**



■ AUS ■ USA ■ Switzerland ■ GBR

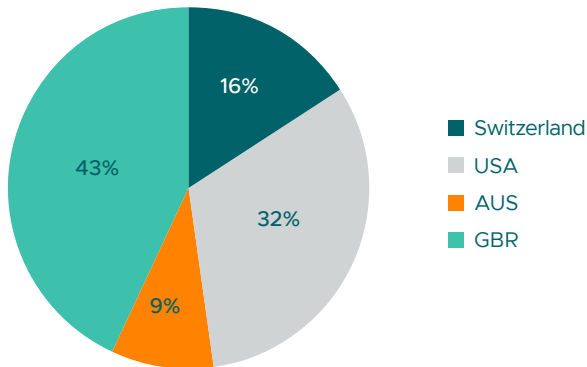
During 2023, total energy usage reduced vs 2021 due to change in business focus and the introduction of more energy efficient equipment as reported in our 2022 report. The use of natural gas reduced and our US plant increased their percentage use of renewable energy resulting in a modest increase in percentage of electricity sourced from renewable sources.

Whilst total energy consumption decreased in 2023, energy intensity / employee increased from 21,783 kWh in 2021 to 24,390 kWh in 2023 due to corporate restructuring. Renewable energy intensity / employee increased from 6,232 kWh to 7,014 kWh for the same reason. We will continue to monitor these outputs and to implement programs to both reduce energy consumption and increase usage of renewables within the framework of the Science Based Target initiative.

## Water

Our water consumption as a company is used mainly as a cooling agent and our industrial processes have a reduced water intensity in all sites. Water usage decreased significantly in our US site, but increased in our Swiss site where over 50% of our water consumption occurs. Water is used in the production of some galenical formats in our Swiss site and the increase is partly due to the change in production mix.

### Water 2023



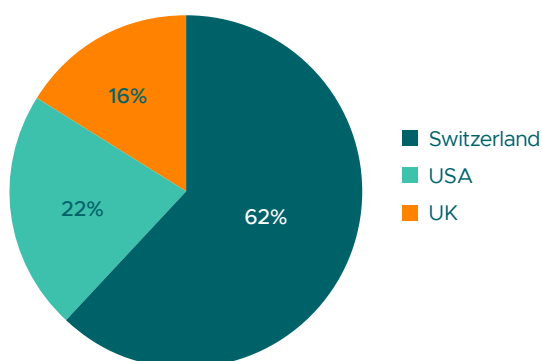
Year	Total Water m <sup>3</sup>
2019	4,342
2020	5,647
2021	5,600
2023	4,602

## Waste

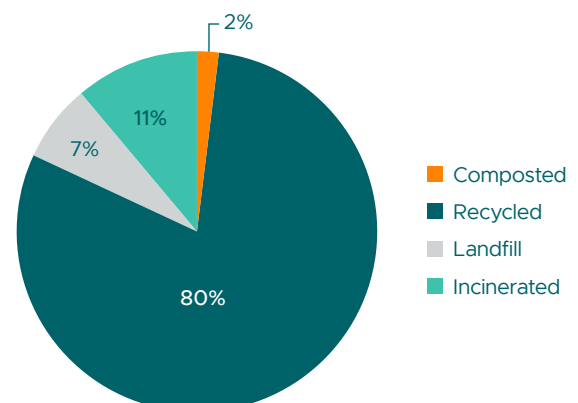
Year	Tonnes				Total
	Composted	Recycled	Landfill	Incinerated	
2019	17	194	17	93	322
2020	37	198	19	93	347
2021	N/A	197	27	94	318
2023	11	396	1	53	461

Improvements in waste management have resulted in reduction of waste to landfill and incineration.

### Waste by location 2023



### Waste by type 2023



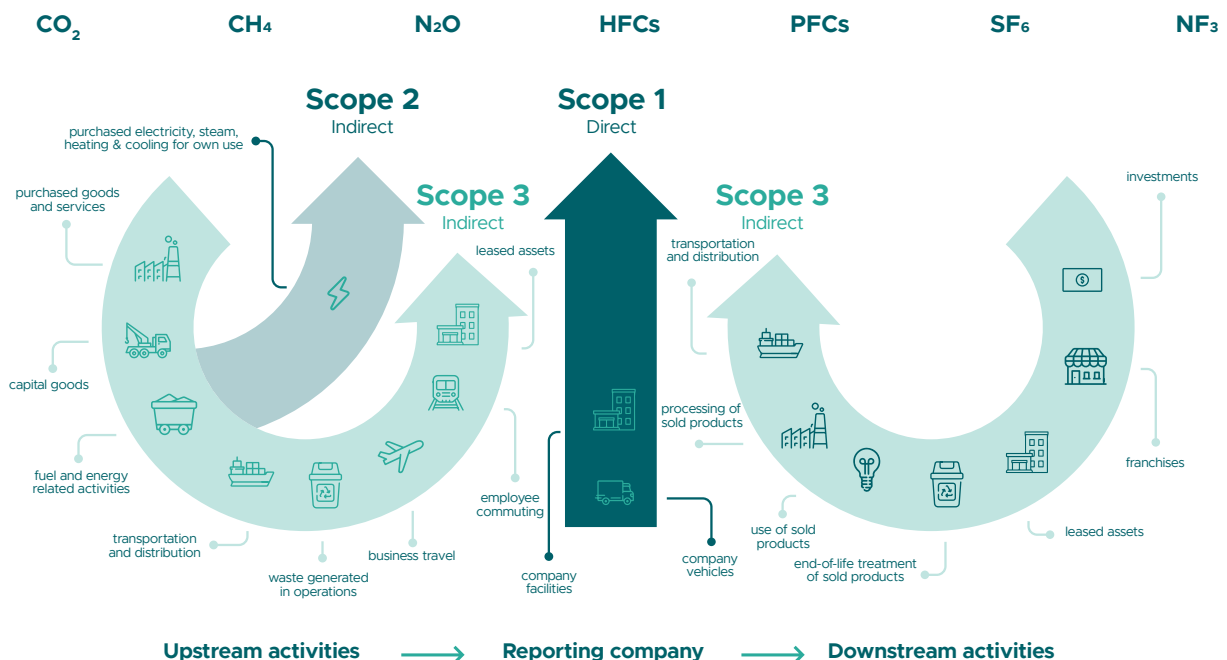
# CO<sub>2</sub>e Emissions Inventory

Limiting global temperature increase to 1.5°C or below requires collective decarbonisation action.

Decarbonisation has the potential to reduce adverse outcomes caused by climate change on humanity and natural ecosystems by up to 85%. Limiting temperature increases at or below 1.5°C is part of the Paris Agreement Temperature goals.

Collective action is required to meet the Paris Agreement Temperature Goal. A net zero goal of CO<sub>2</sub> emissions is required by 2050 and shortly thereafter net zero emissions of all other greenhouse gases. To achieve the Paris targets, global greenhouse gases need to be halved by 2030.

SFI Health takes their responsibility, as part of broader collective action, seriously. SFI Health's emissions continue to be measured in line with the Greenhouse Gas Protocol and the ISO 14064-1 norm. With this information we are able to understand where, along our value chain, emissions are generated and to define an actionable path towards Net Zero in line with the Science Based Targets initiative (SBTi) of which we will become a signatory in 2024.



Source: net0.com

The Greenhouse Gas Protocol (GHG-P) provides the following definitions:

**Scope 1:** All direct emissions arising from sources owned or controlled by the reporting entity. They include fuel combustion, company vehicles and fugitive emissions.

**Scope 2:** Covers indirect emissions from the generation of purchased electricity, steam, heating and cooling consumed by the reporting company.

**Scope 3:** All indirect emissions not included in Scope 2 that occur throughout the Value Chain of an organization, including both upstream and downstream emissions. It includes impacts generated in 15 categories.

With the help of an external consultancy, SFI Health highlighted the most significant sources of emissions directly and indirectly generated throughout our value chain.

## We collected 2023 data for the following areas:

- Energy consumption
- Chemicals
- Primary packaging (plastic and glass)
- Water consumption
- Cleaning services
- Paper (printing)
- Business travel
- Employee commuting
- Secondary packaging (cardboard)
- Waste Freight (up and downstream)
- Purchased goods (excluding packaging)
- Upstream transport of purchased goods
- Group logistics

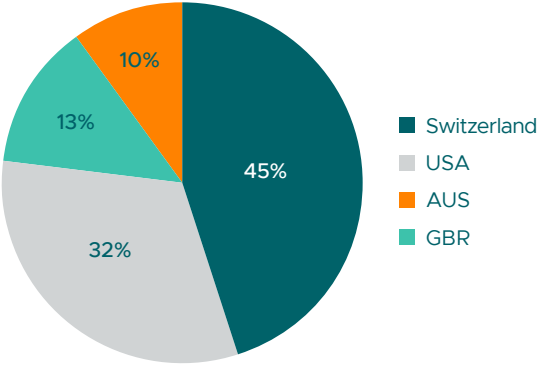
GHG Protocol categories	SFI Group		% of total emissions
<b>Total Scope 1 emissions:</b>	<b>675</b>	<b>tCO<sub>2</sub>e</b>	<b>13%</b>
Scope 1: Stationary combustion	674	tCO <sub>2</sub> e	13%
Scope 1: Mobile combustion	1	tCO <sub>2</sub> e	0.0%
Scope 1: F-gas releases	0	tCO <sub>2</sub> e	0.0%
<b>Total Scope 2 emissions (MB):</b>	<b>911</b>	<b>tCO<sub>2</sub>e</b>	<b>18%</b>
Scope 2: Market based	911	tCO <sub>2</sub> e	18%
Scope 2: Location based	462	tCO <sub>2</sub> e	-
<b>Total Scope 3 emissions:</b>	<b>3,474</b>	<b>tCO<sub>2</sub>e</b>	<b>69%</b>
Scope 3.1: Purchased goods and services	1,851	tCO <sub>2</sub> e	37%
Scope 3.3: Fuel and energy related activities	291	tCO <sub>2</sub> e	6%
Scope 3.4: Upstream transportation and distribution	247	tCO <sub>2</sub> e	5%
Scope 3.5: Waste generated in operations	136	tCO <sub>2</sub> e	3%
Scope 3.6: Business travel	55	tCO <sub>2</sub> e	1%
Scope 3.7: Employee commuting	726	tCO <sub>2</sub> e	14%
Scope 3.9: Downstream transportation and distribution	168	tCO <sub>2</sub> e	3%
<b>Total GHG emissions:</b>	<b>5,060</b>	<b>tCO<sub>2</sub>e</b>	<b>100%</b>

# CO<sub>2</sub>e footprint

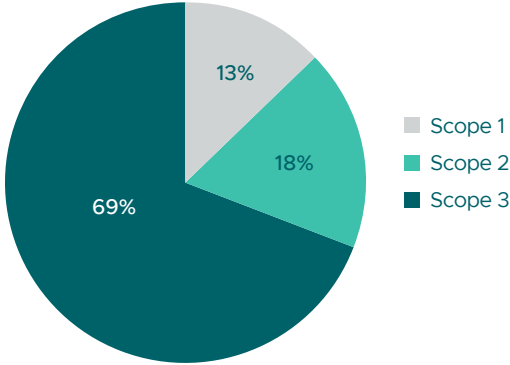
Total emissions by scope and location

Scope	AUS		Switzerland		USA		GBR		SA		KOR		Total	
	tCO <sub>2</sub> e	%	tCO <sub>2</sub> e	%	tCO <sub>2</sub> e	%	tCO <sub>2</sub> e	%	tCO <sub>2</sub> e	%	tCO <sub>2</sub> e	%	tCO <sub>2</sub> e	%
Scope 1 emissions	0	0%	534	11%	71	1%	70	1%	0	0%	0	0%	675	13%
Scope 2 emissions (MB)	44	1%	24	0%	701	14%	142	3%	0	0%	0	0%	911	18%
Scope 3 emissions	473	9%	1,717	34%	856	17%	407	8%	9	0%	12	0%	3,474	69%
<b>Total emissions</b>	<b>517</b>	<b>10%</b>	<b>2,276</b>	<b>45%</b>	<b>1,628</b>	<b>32%</b>	<b>619</b>	<b>12%</b>	<b>9</b>	<b>0%</b>	<b>12</b>	<b>0%</b>	<b>5,060</b>	<b>tCO<sub>2</sub>e</b>

**Carbon by Country**



**Carbon by Scope**



## Analysis

It is recognised, CO<sub>2</sub>e inventories are not perfect, but a best estimate of the emissions caused by an organization throughout its value chain, according to the universally accepted standards ISO 14064-1 and GHG protocol. While Scope 1 and Scope 2 are very accurate, Scope 3 is less precise due to the difficulties of including, and measuring all the aspects and variables around a company’s value chain. Nevertheless, having such an inventory is the mandatory starting point to decarbonize the activities of an organization and defining CO<sub>2</sub>e reduction measures and engaging in the Science Based Target initiative.

### Scope 1 emissions

Scope 1 emissions at SFI Health are primarily generated by natural gas usage in our manufacturing facilities. Total scope 1 emissions have decreased by 14% compared to our previous reporting period and primarily achieved through shift and operating efficiencies.

Switzerland	79%
USA	11%
UK	10%

Further reductions will be achieved by

- Substituting natural gas as an energy source with electricity from renewable sources, wherever possible.
- Further improvements in the efficiencies of facilities and processes.

## Scope 2 emissions

SFI Health's Scope 2 emissions are generated from fossil fuel sources used to produce electricity. Burning fossil fuels to generate energy is a large contributor to CO<sub>2</sub>e global emissions. SFI Health's Scope 2 emissions have remained relatively stable with a 2% reduction in total group Scope 2 emissions.

More than three quarters of SFI Health's Scope 2 emissions are generated in the USA Nevada location. A large percentage of electricity supply in Nevada is generated from natural gas.

Switzerland	3%
USA	77%
UK	16%
Australia	4%

### A reduction of Scope 2 emissions will be implemented by

- Engaging with energy providers to quantify the additional costs for 100% renewable electricity.
- Introducing an annual 10% purchase of high-quality carbon credits whilst introducing efforts to reduce scope 2 emissions.

## Scope 3 emissions

Material predominantly purchased for SFI Health's packaging is the largest contributor of SFI Health's scope 3 emissions, followed by employee commuting, together contributing almost three quarters of Scope 3 emissions. Scope 3 emissions have increased by 13.5% since the previous reporting period, in part due to improved capture of Scope 3 factors.

Switzerland	49%
USA	25%
UK	12%
Australia	14%

Scope 3 Business activity	tCO <sub>2</sub> e	Percentage
Purchased goods and services	1,851 tCO <sub>2</sub> e	53%
Employee commuting	726 tCO <sub>2</sub> e	21%
Fuel and energy related activities	291 tCO <sub>2</sub> e	8%
Upstream transportation and distribution	247 tCO <sub>2</sub> e	7%
Downstream transportation and distribution	168 tCO <sub>2</sub> e	5%
Waste generated in operations	163 tCO <sub>2</sub> e	4%
Business travel	55 tCO <sub>2</sub> e	2%
<b>TOTAL</b>	<b>3474</b>	<b>100%</b>

### A reduction of Scope 3 emissions will be implemented by

- Implementation of SFI Health's packaging roadmap and continued focused on utilisation of recycled or more efficient packaging sources.
- Employee centred programs to encourage reduction of or more efficient commuting.



## SFI Health – Roadmap towards Net Zero

SFI Health's Environmental Management System (EMS) was developed following ISO 14001:2015 requirements. The EMS forms the basis for SFI Health's Science Based Target Initiative (SBTi) submission.

The EMS outlines absolute macro-objectives of a Greenhouse Gas emission reduction plan related to the Group's activities and establishes public targets for reducing emissions that are in line with the Paris Agreement. These targets also support a climate change culture within SFI Health.

SFI Health's EMS commitments include the following targets and overarching commitments.

Activity	Description	KPI	Boundaries	Unit	YEAR				
					2023	2024	2025	2030	2050
GHG Reduction targets - Scope 1 (aligned to SBTi)	Reduction of CO <sub>2</sub> e tons emitted in Scope 1	Scope 1 CO <sub>2</sub> e/ Scope 1 CO <sub>2</sub> e in the base year	Group	%	100	-	-	58	0
GHG Reduction targets - Scope 2 (aligned to SBTi)	Reduction of CO <sub>2</sub> e tons emitted in Scope 2	Scope 2 CO <sub>2</sub> e/ Scope 2 CO <sub>2</sub> e in the base year	Group	%	100	-	-	58	0
GHG Reduction targets - Scope 3 (aligned to SBTi)	Reduction of CO <sub>2</sub> e tons emitted in Scope 3	Scope 3 CO <sub>2</sub> e/ Scope 3 CO <sub>2</sub> ee in the base year	Group	%	100	-	90	75	10

### Scope 1 Reduction

The following Scope 1 reduction targets outline a roadmap to reduce energy related emissions created by SFI Health sites.

Activity	Description	KPI	Boundaries	Unit	YEAR				
					2023	2024	2025	2030	2050
Fossil fuels	Reduction of fossil fuels consumption (car fleet, production warehouses, backup generators)	Fossil fuel consumption/Fossil fuel consumption in the base year	Group	%	-	Study to assess the feasibility, cost and timing of the replacement of fossil fuels used in production with green energy sources	-	0	
Installation of solar panels	Percentage of SFI-owned sites with solar panels of those that can be installed	Total solar panel installations/Sites	Group	%	-	Study to assess the feasibility, cost and timing of installation at all SFI-owned sites	TBD	100	
Installation of charging stations	Number of charging stations for electric cars	Number of EV charging stations	Group	Abs. Val.	-	Study to assess the feasibility, cost and timing of installation at all SFI-owned sites	TBD	TBD	
Replacement of boilers with heat pumps	Number of boilers in the base year replaced by heat pumps for offices and building heating (production processes excluded)	Number of boilers in the base year replaced by heat pumps for offices and building heating (production processes excluded)	Group	Abs. Val.	-	Study to assess the feasibility, cost and timing of installation at all SFI-owned sites	TBD	All	

## Scope 2 reduction

Scope 2 emission reduction roadmap outlines initiatives to reduce emissions through energy efficient and green energy substitution initiatives.

Activity	Description	KPI	Boundaries	Unit	YEAR				
					2023	2024	2025	2030	2050
Installation of solar panels	Percentage of SFI-owned sites with solar panels of those that can be installed	Total solar panel installations/Sites	Group	%	-	Study to assess the feasibility, cost and timing of installation at all SFI-owned sites		TBD	100
Substitution with Electricity purchased production	Percentage of consumed electricity from renewables out of total consumed electricity	Renewable consumed Electricity/total consumed Electricity	Group	%	-	-	100	-	-
Replacement of energy-intensive lighting sources	Replacement of energy-intensive lighting (e.g. linear fluorescent lamps (LFLs) with LED lighting	LED installations/ LFLs in the base year	Group	%	-	Study to assess the feasibility, cost and timing of installation at all SFI-owned sites		100	-

## Scope 3 reductions

Scope 3 emission reduction focuses on a broad mix of initiatives, the most important being the procurement choices in relation to product packaging.

Activity	Description	KPI	Boundaries	Unit	YEAR				
					2023	2024	2025	2030	2050
Qualified/Certified suppliers in ESG Performance	Increasing the number of qualified/certified suppliers in ESG performance (Ecovadis, S&P, Moody's or internal dedicated procedure)	Qualified or certified suppliers/ Total of Tier 1 suppliers	Tier 1 suppliers	%	-	-	25	50	100
Virgin plastics	Use of virgin plastics (PET, HDPE, LDPE, PP, PVC, etc.) in tons out of all plastics consumption in tons.	Virgin plastics consumption / Total plastic consumption	Production, offices, catering, fairs & events	%	-	feasibility study to introduce recycled plastics in production processes		TBD	TBD
Use of plastics	Reduction of plastics consumption in tons.	Plastic consumption/ Plastic consumption in the base year	Production, offices, catering, fairs & events	%	-	feasibility study to reduce the use of plastics in production processes		TBD	TBD
Virgin paper	Use of virgin paper in tons out of all paper consumption in tons	Virgin paper consumption/Total paper consumption	Production, offices, catering, fairs & events	%	-	feasibility study to introduce recycled paper in production processes		TBD	TBD

Scope 3 reductions (cont)

Activity	Description	KPI	Boundaries	Unit	YEAR				
					2023	2024	2025	2030	2050
Use of paper	Reduction of paper consumption (packaging, offices, fairs & events)	Paper consumption/ Paper consumption in the base year	Production, offices, catering, fairs & events	%	-	feasibility study to reduce the use of paper in production processes		TBD	TBD
Virgin glass	Use of virgin glass in tons out of all glass consumption in tons	Virgin glass consumption/ Total glass consumption	Production, catering, fairs & events	%	-	feasibility study to introduce recycled glass in production processes		TBD	TBD
Life Cycle Analysis of sold products	Conduct environmental impact assessments during the product lifecycle (LCA), including manufacturing, use, and disposal phases (methodology: cradle to grave).	Number of SFI products for which a life cycle analysis has been done	Group	Abs. Val.	0	0	1	TBD	TBD
Waste production	Reduction of waste Production	Waste production/ Waste production in the base year	Group (special and urban)	%	100	Quantification of the related KPI for 2023 and assessment of the improvements		TBD	TBD
Waste recycling	Increasing of recycled waste	Recycled waste/ Total waste production	Group (special and urban)	%	-	Quantification of the related KPI for 2023 and assessment of the improvements		TBD	TBD
Water Consumption Reduction	Reduction of water consumption.  Water consumption = water withdrawal - discharged water	% of water consumption reduction = (Water Consumption in the base year - Water Consumption)/ Water Consumption in the base year) x100	Group	%	-	Quantification of the related KPI for 2023 and assessment of the improvements		TBD	100

A pair of hands is shown from the bottom, cupping a small, vibrant green seedling with several leaves and a mound of dark, rich soil. The background is a soft-focus bokeh of green and yellow light, suggesting an outdoor setting with sunlight filtering through trees. The overall mood is one of care, growth, and environmental stewardship.

In 2024 SFI Health will become signatories to the Science Based Target Initiative, setting ambitious decarbonization objectives and defining a structured and solid action plan. We will make our commitments public on our website in 2024.

# Caring for Nature

SFI Health believes protecting the natural world is an urgent moral and economic imperative.

We continue to take voluntary actions across our entire business, collecting and analysing our carbon footprint, submitting our analysis for independent verification, establishing and registering SBTi targets and committing to two external ESG audits touching every site, function and team within our business.

We recognise the path to carbon neutrality is a long one which needs to be carefully balanced with business realities. SFI Health have developed an environmental management system (EMS) in 2024 aligned with the requirements of ISO 14000. The EMS outlines our carbon zero ambitions.

The EMS roadmap also includes further capital expenditure commitments to help move our Reno facility towards carbon neutrality with our teams conducting feasibility studies on solar energy implementation and energy efficient Heating, Ventilation and Air Conditioning (HVACs) units. These efforts follow on from improvements made in our Swiss facility which reduced energy consumption by 400,000 kWh energy usage per year since 2021.

“Our efforts over the past few years have involved all sites, all functions, all teams. We have been learning about our ESG strengths and areas for ongoing improvement. We have been especially focused on creating a roadmap to net zero which our teams are committed to transparently delivering” Robert Hendriks, SFI Health Group CEO.



**“ We have been especially focused on creating a roadmap to net zero which our teams are committed to transparently delivering. ”**

Robert Hendriks, SFI Health Group CEO

# Our 2023 commitments and progress

As part of society, we believe business has a responsibility to protect the environment. This is why, as a private company we are compelled to take voluntary action and set a path for decarbonisation and net zero.

We make the following commitments:

Metric	2023 Progress	Comment
Establish a Science Based Emissions target by the end of 2023 to develop a net zero roadmap and deadline.	Delayed implementation	Resourcing constraints in 2023 delayed delivery. This commitment will be finalized in Q3 2024.
Introduce supply chain ESG performance monitoring, by H1 2024.	On track	S&P and Ecovadis audits at group level on track for delivery.



# 3 Natural Products and Sustainable Solutions

## Creating natural, clinically proven products.

We stand out in the natural healthcare industry with world class, clinically proven, scientific solutions for complex health problems in the areas of microbiome and cognitive health, to support healthcare professionals and consumers navigate their way to health & wellbeing.

We take the highest levels of care with the efficacy and quality of every ingredient, apply strict production standards, quality controls and extensive product testing throughout the supply chain, all underpinned by rigorous scientific research.

SFI Health is proud to have the Equazen® line, Friend-of-the-Sea-certified (FOS) for the fifth year in a row in 2023. The fish oil used in the Equazen® range is processed in Europe and follows the Good Manufacturing Practices (GMP) standards, internationally valid guidelines ensuring the consistency and the high quality from batch to batch.

SFI Health's relationships with our supplier base is critical to achieving the company's ESG ambitions. Transparency and shared goals are needed to tackle shared environmental and social issues. SFI Health has approximately 100 significant suppliers globally, 28 of which, based in the APAC and US regions, are considered as Tier 1 suppliers. SFI Health spends over \$15 million USD per annum with Tier 1 suppliers and over 80% of them (86% in APAC and 52% in US) have participated in SFI Health's sustainability webinar and shared their audit plans. For consistency, SFI Health suggests Ecovadis as the preferred supplier audit.

Our manufacturing sites are certified or registered by a number of international institutions such as [FDA](#), [ANVISA](#), [Soil Association Organic](#).

# Sustainable Solutions

SFI Health's packaging roadmap was developed by employees across all SFI Health sites. The packaging roadmap includes sustainability as a key consideration, building on previous commitments to ensure our products support health whilst respecting the planet.

In 2023, all regions developed a region-specific packaging roadmap which aims to improve transport efficiency and increase the circularity of primary packaging, these roadmaps are undergoing feasibility analysis, and we aim to deliver the roadmaps over a 5 year period.

SFI Health has a proud history of sustainable sourcing, our key cognitive brand Equazen® has been recognised by Friends of the Sea for responsible sourcing for the past five years and in our APAC region the team removed secondary packaging elements.

Sustainable sourcing is a consideration not only for our existing portfolio, but also for our innovations. In 2023, SFI Health launched two high quality magnesium-based products in the Asia Pacific Region, these products utilise magnesium extracted from Australian seawater using solar energy and have a lower ingredient carbon footprint than other forms of magnesium.



**“We’re proud of our future focused packaging roadmaps and recent innovations. Including sustainability as a consideration in our innovation pipeline is welcomed by our people and customers”.**”

Rachel Carter, General Manager APAC



# Our 2023 commitments and progress

We recognise improving the health of people and the planet go hand in hand, which is why we will continually improve the sustainability profile of our products.

We strive to meet the following commitments:

Metric	2023 Progress	Comment
Introduce a sustainability packaging policy by H1 2024 which incrementally improves the % turnover of products with improved sustainability profiles.	On track	Completed.
ESG accreditation for all SFI Health manufacturing sites by end 2024.	On track	Audits are actively being prepared and on track for submission in 2024.



## 4 Acting Responsibly

### The Compliance Program

SFI Health's Compliance Program expresses our ethical commitment and is the cornerstone of the company's culture. SFI Health is committed to supporting its corporate values, code of conduct and its ethics policy, protecting its long-term sustainability and reputation, and is also committed to meeting its legal and regulatory obligations.

The Compliance Program is based on three documents: Code of Conduct and the Anticorruption Policy both adopted in 2015 and revised in 2019 and the Whistleblowing Policy issued in August 2020. These policies apply to all SFI Health employees, officers, directors, contractors, suppliers and workers (whether paid or unpaid).

The Code of Conduct has been written specifically to provide guidance in recognising and dealing with ethical issues, provide a mechanism to report unethical conduct and help foster a culture of honesty and accountability. In particular, compliance with all applicable laws relating to the following areas shall be ensured by the responsible function.

- Anti-Corruption policy;
- Human rights and anti-discrimination rules;
- Employment laws;
- Unfair competition/antitrust laws and regulations;
- Pharmaceutical regulations;
- Export Control regulations and Embargo Acts;
- Advertising laws and regulation.

**The Anti-Corruption Policy (ACP) supplements the SFI Health Code of Conduct, with respect to anti-corruption issues. It applies to all employees, contractors and agents of SFI Health and it prohibits a series of practices such as: “bribery or corrupt payment”, extortion or solicitation, trading in influence, and laundering the proceeds of the corrupt practices.**

The ACP is supplemented by the ACP Implementation Procedure as well as any code of conduct for the pharmaceutical industry applicable to or recognized by SFI Health.

The purpose of the Whistleblowing Policy is to ensure concerns can be raised regarding actual or suspected misconduct, non-adherence to applicable laws, or improper state of affairs or circumstances in relation to SFI Health, without fear of reprisal or retaliation. Accordingly, the Company wants to provide the framework for whistleblowing, and ensure that individuals who disclose potential contraventions or wrongdoing can do so safely, securely and with confidence that they will be protected and supported.



The Compliance Program is made available to all SFI Health employees in the following way:

- Employee induction training
- SFI Health intranet and
- SFI Health mandatory compliance training and communications in all communities in the Learning Management System training platform

SFI Health also provides periodic training and refresher training to:

- Employees
- Eligible recipients and those involved in dealing with reports about how to handle and respond appropriately.

Between the second half of 2022 and the first half of 2023 we reviewed and updated our Compliance Program to include a Third-Party Code of Conduct and a Responsible Sourcing Policy.

## Compliance at SFI Health

SFI Health is a high quality, evidence based integrative healthcare company and we work tirelessly to build trust amongst our workforce, with healthcare professionals and end users of our products.

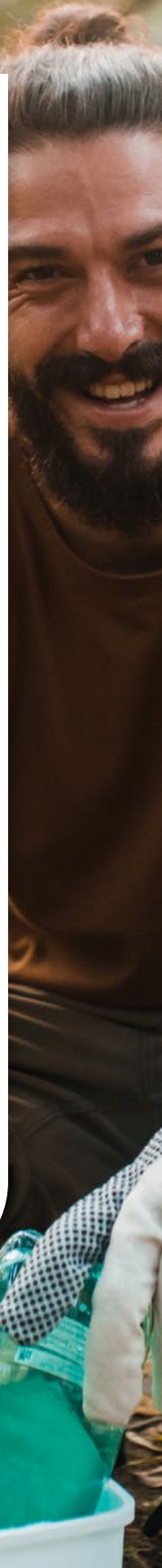
Part of building trust is continuous strengthening of our internal compliance programme which is underpinned by company wide practices such as diligent on-boarding of new team members, regular reviews of policies and mandatory compliance training.

In 2023 we updated a range of policies and implemented a new Supplier Code of Conduct to align with ESG standards consistent with SFI Health's values and direction.



**“Continuous strengthening of internal compliance is integral to maintaining and strengthening the trust we’ve built with our stakeholders. Our new Code of Conduct for Suppliers has been rolled out and ensures we work with partners with similar ESG ambitions and standards.”**

George Tan, SFI Health Company Secretary



# Our 2023 commitments and progress

We recognise improving the health of people and the planet go hand in hand, which is why we will continually improve the sustainability profile of our products.

We strive to meet the following commitments:

Metric	2023 Progress	Comment
Implement a yearly ESG assessment by an external supplier by the end of 2024.	On track	S&P audit will be submitted in Quarter 3 2024.
Review and expand existing a compliance programmes and establish compliance training matrix by H1 2024.	On track	Delivered.
100% of staff trained on company-wide SFI Health compliance policies by end 2024.	On track	



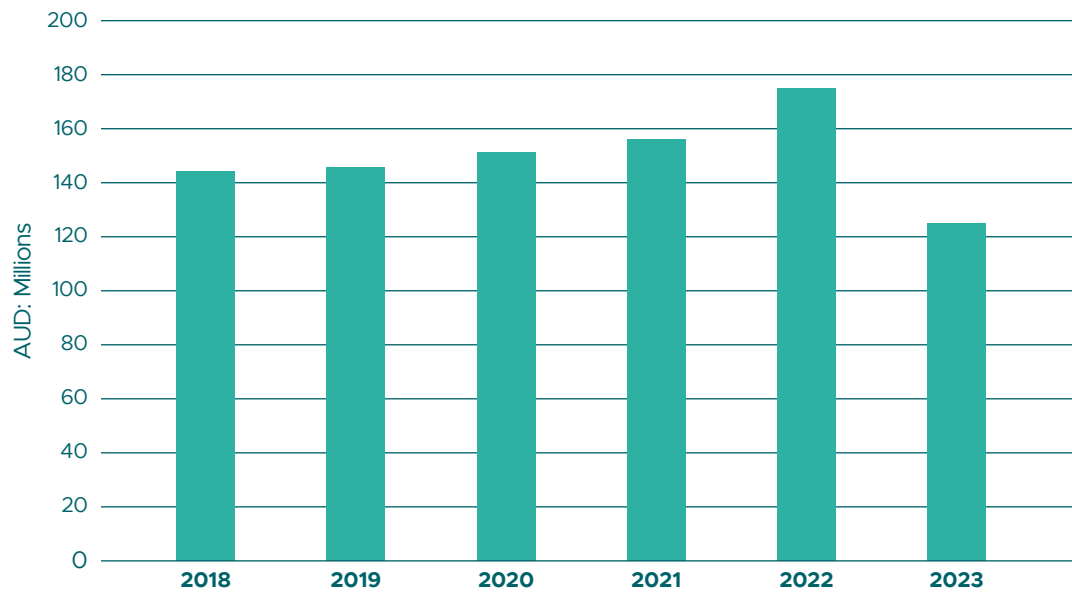
# 5 Financial Value Creation

At SFI Health, we recognise responsible business growth depends on protecting the natural world and that current operations and future growth carry a responsibility to reduce our impact on the natural world.

We are committed to transparently presenting our growth within the sustainability report for context, so that our efforts can be assessed in the context of our growth and source of business.

Since our last report, our focus has evolved. We have accelerated on the growth of our branded business and focused on large scale, profitable CDMO. This is reflected in our sales trend, where we have reduced turnover from non, large scale, profitable turnover.

**Audited Sales Revenue, 2018-2023**



\*2023 data currently undergoing audit process



# Poised for profitable growth

SFI Health focuses on evidence based integrative healthcare solutions which progress the quality of human life. Our strategy involves a deep focus on Microbiome and Cognitive health, two segments of integrative healthcare which outperform the general integrative healthcare category. Our focus and expertise are encouraging ingredients for sustained business growth.

Historically our 2 business segments, Own Brands and Solutions (CDMO), were created to allow for utilisation of our R&D capabilities and our manufacturing excellence across all our sites.

In 2023 we realigned and separated our capabilities to allow for both segments to grow independently but more importantly to enable the group to focus on innovating and growing its own Brands whilst at the same time ensuring that our offerings to our Solutions Partners remains at a high level.

We enter 2024 with all our brands consolidated under one single name – SFI Health. The rebranding and consolidation phase now over, our focus, reflected in our growth trajectory since January 2024 is that of growth.



**“Our focus on microbiome and cognitive health, two fast growing segments combined with our expertise means we are well placed for ongoing profitable growth.”**

Gilbert Cheong Foo, SFI Health Group CFO

# Our 2023 commitments and progress

Create financial value aligned with our ESG commitment and company purpose.

We strive to meet the following commitment:

Metric	2023 Progress	Comment
Increase year on year contribution of our branded and CDMO business.	Achieved	SFI Health are focused on accelerating growth of our branded business and improved profitability of CDMO business.

Aligned with our company's code of conduct, we did not during fiscal years 2020 – 2023, and do not make any contributions to or have expenditures for political campaigns, political organizations, lobbyists, lobbying organizations or lobbying, trade associations, tax exempt entities, tax exempt groups, or any other groups whose role is to influence political campaigns or public policy or legislation.





# GRI Content Index

For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders.



CONTENT INDEX  
ESSENTIALS SERVICE

2024

<b>Statement of use</b>	<b>Soho Floridis International Pty Ltd.</b> has reported in accordance with the GRI Standards for the period January 1 <sup>st</sup> 2023 - December 31 <sup>st</sup> 2023.
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	No sector standard applied

GRI Standards	Disclosures	Location	Reason for omission	Explanation
<b>GRI 1: Foundation 2021</b>				
<b>General Disclosures</b>				
<b>GRI 2: General Disclosures 2021</b>	<b>1. The organization and its reporting practices</b>			
	2-1 Organizational details	2		
	2-2 Entities included in the organization's sustainability reporting	2, 8, 10		
	2-3 Reporting period, frequency and contact point	2		
	2-4 Restatements of information	No restatements have been applied to previously reported information		
	2-5 External assurance	2		
	<b>2. Activities and workers</b>			
	2-6 Activities, value chain and other business relationships	12, 14, 17		
	2-7 Employees	36-38		
	2-8 Workers who are not employees	36-38		
	<b>3. Governance</b>			
	2-9 Governance structure and composition	9		
	2-10 Nomination and selection of the highest governance body	SFI is a privately owned company, the Board is nominated by the shareholder		
2-11 Chair of the highest governance body	9			
2-12 Role of the highest governance body in overseeing the management of impacts	2, 28-31			
2-13 Delegation of responsibility for managing impacts	4, 19, 29-31			

# GRI Content Index

GRI Standards	Disclosures	Location	Reason for omission	Explanation
	2-14 Role of the highest governance body in sustainability reporting	2		
	2-15 Conflicts of interest	<a href="#">Code of conduct: 5</a> <a href="#">Conflict of interest</a>		
	2-16 Communication of critical concerns	<a href="#">Code of conduct: 12</a> <a href="#">Questions or concerns relating to this Code of Conduct</a>		
	2-17 Collective knowledge of the highest governance body	26, 29		
	2-18 Evaluation of the performance of the highest governance body	29-31		
	2-19 Remuneration policies	29-31		
	2-20 Process to determine remuneration	-	Confidentiality constraints	The process for determining remuneration and related policies is confidential.
	2-21 Annual total compensation ratio	-	Confidentiality constraints	Annual total compensation data are confidential therefore, the ratio among them is not available.
<b>4. Strategy, policies and practices</b>				
	2-22 Statement on sustainable development strategy	4, 5		
	2-23 Policy commitments	<a href="#">Policy Against Human Trafficking and Modern Slavery</a>  <a href="#">Whistleblowing policy</a>  <a href="#">Anti-Corruption Policy</a>		
	2-24 Embedding policy commitments	<a href="#">Policy Against Human Trafficking and Modern Slavery</a>  <a href="#">Whistleblowing policy</a>  <a href="#">Anti-Corruption Policy</a>		
	2-25 Processes to remediate negative impacts	19, 20		
	2-26 Mechanisms for seeking advice and raising concerns	<a href="#">Whistleblowing policy</a>  <a href="#">Equal Employment Opportunity, Discrimination, Harassment, Bullying and Workplace Violence Policy</a>		

# GRI Content Index

GRI Standards	Disclosures	Location	Reason for omission	Explanation
	2-27 Compliance with laws and regulations	15 <a href="#">Code of conduct: 8. Compliance with Laws and Regulations</a>		
	2-28 Membership associations	-	Information unavailable / incomplete	The list of industry associations and advocacy organizations we are members was not complete at the moment of report drafting. It will be disclosed from the next reporting period
<b>5. Stakeholder engagement</b>				
	2-29 Approach to stakeholder engagement	26, 26		
	2-30 Collective bargaining agreements	No collective bargaining agreements in place		

## Material Topics

<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	26-28		
	3-2 List of material topics	29-31		

## Product quality, purity and safety

GRI 3: Material Topics 2021	3-3 Management of material topics	29, 32		
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	32		

## Health, safety, and wellbeing

GRI 3: Material Topics 2021	3-3 Management of material topics	30, 32, 39		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	30		
	403-5 Worker training on occupational health and safety	All workers receive Occupational Health & Safety Training		
	403-9 Work-related injuries	30, 32		
	403-10 Work-related ill health	No cases registered		

## Job satisfaction, motivation, and talent retention

GRI 3: Material Topics 2021	3-3 Management of material topics	31, 32		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	38		
	404-2 Programs for upgrading employee skills and transition assistance programs	11, 59-61		
	404-3 Percentage of employees receiving regular performance and career development reviews	11, 30		

# GRI Content Index

GRI Standards	Disclosures	Location	Reason for omission	Explanation
<b>Relevant but non-material topics</b>				
<b>Diversity and inclusion/Equal opportunity</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	23, 30		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	36, 37		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	39		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	36, 37		
<b>Energy efficiency / renewable energy</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	43, 49, 50		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	43		
	302-3 Energy intensity	43		
	302-4 Reduction of energy consumption	43		
<b>Waste Management</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	24		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	27		
	306-3 Waste generated	44		
	306-4 Waste diverted from disposal	44		
	306-5 Waste directed to disposal	44		
<b>Carbon Neutrality</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	23, 45, 53		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	46, 47		
	305-2 Energy indirect (Scope 2) GHG emissions	46-48		
	305-3 Other indirect (Scope 3) GHG emissions	46-48		
	305-5 Reduction of GHG emissions	49-52		
<b>Contribution to the SDGs</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	23, 24		
<b>Sustainable Packaging</b>				
GRI 3: Material Topics 2021	3-3 Management of material topics	24, 56, 57		

<b>ADHD</b>	Attention Deficit Hyperactivity Disorder
<b>ANVISA</b>	Agência Nacional de Vigilância Sanitária (Brazil)
<b>B2B</b>	Business to Business
<b>CDMO</b>	Contract Development and Manufacturing Organization
<b>CEO</b>	Chief Executive Officer
<b>CO<sub>2</sub></b>	Carbon Dioxide
<b>EFSA</b>	European Food Safety Authority
<b>EMEA</b>	Europe, the Middle East and Africa
<b>ESG</b>	Environmental, Social and Governance
<b>EU</b>	European Union
<b>FAAB</b>	Facilitated Advancement of Australia's Bioactives
<b>FDA</b>	Food and Drug Administration (US)
<b>GAP</b>	Good Agricultural Practices
<b>GHG</b>	Greenhouse Gas
<b>GHG-P</b>	Greenhouse Gas Protocol
<b>GMP</b>	Good Manufacturing Practices
<b>cGMP</b>	Current Good Manufacturing Practices
<b>GOED</b>	The Global Organization for EPA & DHA omega-3s
<b>GRI</b>	Global Reporting Initiative
<b>HVAC</b>	Heating, Ventilating and Air Conditioning
<b>ISO</b>	International Organization for Standardization
<b>ISSFAL</b>	International Society for the Study of Fatty Acids and Lipid
<b>KPI</b>	Key Performance Indicator
<b>MD</b>	Medical Doctor
<b>R-PET</b>	Recycled PET
<b>R&amp;D</b>	Research and Development
<b>SASB</b>	Sustainability Accounting Standards Board
<b>SBU</b>	Strategic Business Unit
<b>SDG</b>	Sustainable Development Goals
<b>SET</b>	Senior Executive Team
<b>SFI</b>	Soho Flordis International
<b>SKU</b>	Stock Keeping Unit
<b>UK</b>	United Kingdom
<b>USA</b>	United States of America
<b>USI</b>	Università della Svizzera italiana



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