

2021 Sustainability Report



Introduction

Jones Healthcare Group is a world-class provider of advanced packaging and medication dispensing solutions. For over a century our partnerships, knowledge and expertise across healthcare sectors have uniquely positioned us to respond to evolving market needs with insights and opportunities for our customers.

Jones recognizes and embraces our responsibility for the impact of our activities on the environment, team members, communities and consumers—and we’re committed to continuous improvement in sustainable packaging and development while creating value for all of our stakeholders.

We build sustainability into our own practices through environmental impact, health and safety, diversity and corporate responsibility programs. We also choose to work with suppliers who have a demonstrated commitment to sustainable packaging.

Sustainable Development Goals

We are proud to contribute to a number of the Sustainable Development Goals set by the United Nations to transform our world, as listed below:



SUSTAINABILITY POLICY

At Jones Healthcare Group (JHG), we manufacture advanced packaging that helps enable good health and wellness. We recognize and embrace our responsibilities to the sustainability of the environment and our society, in our pursuit of the financial sustainability of our business. We define sustainability as ensuring we are responsibly making use of financial, human and environmental resources so as not to compromise any one of them during the operation of our business. We recognize the need for ongoing sustainable development, by optimizing our business in line with the significant environmental and social challenges we face as a society. We aspire to drive positive impact by creating shared value for all of our stakeholders including our shareholders, colleagues, customers, consumers, business partners, suppliers, industry associations, regulators and the communities in which we operate.

JHG believes that the long-term economic wellbeing of our company and its stakeholders, means protecting the future by making the right decisions in the following areas:

- Environment: climate, water, waste, and product lifecycle
- Society: health, safety, labour, human rights, and ethics

For the areas listed above, Jones Healthcare Group is committed to:

- setting measurable targets that will minimize our environmental impact;
- ensuring relevant, transparent and accurate disclosure about our products, activities and services at the corporate, market and product level;

- operating with the highest ethical standards to provide a safe, inclusive and diverse environment for our colleagues;
- adhering to all applicable legal requirements and adherence to internal requirements, where legal requirements are non-existent or insufficient;
- regular auditing, verification and certification of our practices, internal processes and supply chain;
- awareness training and education for our colleagues, alongside effective communication with colleagues and recognition of initiatives and achievements;
- building environmental sustainability into key business processes and systems, including embedding environmental impact considerations in capital approval cases, procurement strategies, production activities, and product innovation;
- supporting proactive engagement and partnerships with all our stakeholders in order to define, implement and evaluate solutions;
- provision of resources and authority required to make improvements in the areas above and to meet the commitments of this policy

Our sustainability policy is supported by our shareholders and senior leadership team. This policy and other internal guidance and will be regularly reviewed and updated as required.

Ron Harris
President & CEO
October 27, 2021

In 2021, we published our Sustainability Policy, a public commitment in support of sustainable development. For highlights of our recent progress, see "Our Progress" (p4)

Table of Contents

Introduction 1

Corporate Sustainability..... 3

 From the CEO: Our Progress.....4

 Company Overview 5

 Governance 6

 Materiality 7

Areas of Focus: Environment 8

 Environment: Climate.....9

 Environment: Water 10

 Environment: Waste 11

Areas of Focus: Social Capital 12

 Social Capital: Diversity..... 13

 Social Capital: Health & Safety 14

 Social Capital: Labour 15

 Social Capital: Business Ethics 16

Areas of Focus: Business Model & Innovation..... 17

 Business Model & Innovation: Product Lifecycle 18

 Business Model & Innovation: Supply Chain..... 19

 Business Model & Innovation: Broader Impacts..... 20



CORPORATE SUSTAINABILITY

Our Progress, Company Overview,
Governance, Materiality



From the CEO: Our Progress

As Jones Healthcare Group celebrated our 100th year in 2020, we focused the business on health and wellness segments to contribute to the greater well-being of society.

We also adopted a sustainability focus based on the United Nations Sustainable Development Goals (SDGs).

Identifying the material issues in sustainability that impact our stakeholders and evaluating our performance against those issues, was a crucial first step for our organization. Today, we continue to monitor these material areas and measure our progress, to refine our approach toward sustainable development.

In the area of environment, we established our first greenhouse gas (GHG) reduction target, aligned with the Science Based Target Initiative's 2°C scenario.

At our London, Canada facilities, we launched a Strategic Energy Management (SEM) program, reducing our overall emissions in 2021 by 6%. We have since initiated this program at our Brampton, Canada facilities, and our London facilities have started aligning processes with ISO 50001.

To enhance the long-term resiliency of our organization, we sought to understand our risk exposure and mitigate impacts of the changing global environment.

We have ensured our ability to supply though the pandemic, moving decisively to protect and maintain the health of our colleagues, while continuing to supply essential packaging that enabled pharmaceutical, nutrition and pharmacy supply during these challenging times.

We further expanded our ability to supply high-quality adherence solutions globally, with an acquisition in the UK—a manufacturing facility highly aligned to our sustainability goals—using 100% green energy and zero waste to landfill.

In the area of social capital, we were awarded the 2021 WEConnect International Rise to the Challenge sector award for healthcare supply chain—recognition not only for our work supporting market access, but for diversity starting with our ownership.

In the area of business model and innovation, we continued to innovate for circularity, launching a new series of

medication adherence products made from widely recyclable PET plastics with 30% bio-derived content.

We continued our practice of research-based innovation. A recent study by the University of Waterloo examined the benefits of our CpaX™ Medication Adherence System for older adults with chronic conditions and accessibility issues. These findings support existing literature describing the positive impact of medication adherence on health outcomes, while reducing medication waste and costs to healthcare systems.

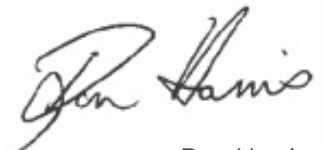
To promote sustainable procurement for our pharmacy customers, we updated products on our online pharmacy store to be searchable by sustainability filters. We plan to expand the number of searchable sustainability criteria in the near future.

Continuing our active participation and contribution to innovation, industry and infrastructure, we joined the Sustainable Medicines Partnership (SMP) as a founding collaborator. We look forward to contributing our century of regulated healthcare packaging expertise, innova-

tive technologies, and patient focus to make meaningful impacts in the areas of sustainable packaging and digitization.

As we completed our first 100 years—supplying solutions to advance health and wellness through packaging—we will enter the next 100 with the same purpose, while reducing GHG emissions, maximizing circular design, and making a positive impact on people, society and the communities where we operate.

While we acknowledge we are still early in our sustainability journey, we are encouraged by our current findings and plan to build upon our foundation of measurements to develop meaningful targets and KPIs that guide our organization toward a sustainable future.



Ron Harris
President & CEO



Company Overview

Jones Healthcare Group is a world-class provider of advanced packaging and medication dispensing solutions. For over a century our partnerships, knowledge and expertise across healthcare sectors have uniquely positioned us to respond to evolving market needs with insights and opportunities for our customers.

Our full-service offering includes graphic and structural design, print, conversion and filling of multiple packaging components including folding cartons, labels, bottles, blisters, pouches and convenience vials. We also provide specialized medication adherence and dispensing solutions, and connected packaging.

With roots firmly established in healthcare, we have been a long-time, trusted partner to some of the most recognized global pharmaceutical brands and the largest pharmacy groups, independent pharmacies, hospitals and long-term care facilities across the world.

From packaging that protects and informs, to new platforms that improve consumer outcomes – we are invested in advancing wellness.

Visit us at <https://joneshealthcaregroup.com/>



Governance

Corporate Responsibility

Responsibility for sustainability starts with the President & CEO and Principal, Corporate Development as business leaders and shareholders. They oversee both shareholder expectation and company business management.

Sustainability leadership is managed by an expert team reporting directly to the President & CEO and Principal, Corporate Development. Responsibilities for this team include reporting, external assessment and sustainability strategy.

The business unit and central function leadership have oversight and delivery responsibility for sustainability projects related to our three core commitments of GHG reduction, circular design and social focus.

Human rights and other social elements of the policy are the responsibility of the SVP, Human Resources.

The company maintains a sustainability policy, reviewed annually by the Senior Leadership Team and approved by the President & CEO.

Corporate Disclosure

We participate in supplier sustainability assessments through EcoVadis and the Carbon Disclosure Project (CDP). Our annual disclosure through these market leading supply chain assessment programs enables our customers to assess our sustainability performance and risk, based on comparable international sustainability standards.

Read more about our recent EcoVadis and CDP assessment here:

EcoVadis: <https://joneshealthcaregroup.com/news/jones-ecovadis-silver-ranking/>

CDP: <https://joneshealthcaregroup.com/news/jones-healthcare-group-makes-headway-on-climate-performance/>



Senior Leadership Team

President & CEO Ron Harris	Principal, Corporate Development Christine Jones Harris
SVP, Cartons & Labels David Dembski	SVP, Finance Ryan Jenner
SVP, Pharmacy Market, Canada Steve MacNeill	SVP, Global Medication Adherence Trevor Noye
SVP, Packaging Services Marty Quesnel	SVP, HR & Technology Services Deborah Ward

Materiality

Identifying the material issues that impact our external and internal stakeholders was crucial first step in our sustainability journey. Evaluating the stakeholder groups (below), allowed us to identify relevant areas in sustainability where we can have the biggest impact as a provider of advanced packaging and medication dispensing solutions. Today, monitoring these material areas (right) continues to inform and guide sustainable development.

OUR STAKEHOLDERS

Industry

SASB's Materiality Map for the Containers & Packaging Sector served as the basis for our assessment, with additional material issues identified through stakeholder analysis and participation in EcoVadis and CDP supplier disclosures.

Regulatory

Identifying existing and emerging regulations that impact our organization and our stakeholders.

Customers

Through market research and interviews, we sought to understand: our customers' views on sustainability; what their sustainability goals and targets are; and which goals and targets are most relevant to us as a packaging supplier.

Suppliers/Vendors/Partners

Identifying current and future risks to our supply chain, and understanding the impacts of supplier trends and innovations.

Consumers & Communities

As a healthcare packaging company, understanding how our products and services contribute to the health and well-being of consumers, patients, healthcare systems, and communities.

Corporate

Aligning our corporate vision and strategy with sustainability, and understanding how sustainability contributes to the long-term resilience of our organization.

Colleagues

Understanding the economic and social needs of current and potential team members, and how we can as an organization act to best meet those needs.

Refer to page references in the table above to see our progress in each material area

Sustainable Development at Jones Healthcare Group: Areas of Focus		
Environment	Social Capital	Business Model & Innovation
Climate (see "Climate", p9) Climate risk , GHG emissions, energy management	Diversity (see "Diversity", p13) Inclusion, equality, awareness	Product Lifecycle (see "Product...", p18) Packaging circularity, packaging footprint
Water (see "Water", p10) Water risk, water management	Health & Safety (see "Health & Safety", p14) Customer, colleague, and consumer wellbeing	Supply Chain (see "Supply Chain", p19) Supply chain resilience, supply chain optimization, sustainable procurement
Waste (see "Waste", p11) Waste management, recycling and recovery	Labour Practices (see "Labour Practices", p15) Training, development, working conditions	Other Impacts (see "Other Impacts", p20) Value chain, capital assets, infrastructure
Business Ethics (see "Business Ethics", p16) Accountability, conflict of interest		



AREAS OF FOCUS

ENVIRONMENT

Climate, Water, Waste

Climate

Aligned with SDGs
(Sustainable Development Goals)



2030 GHG Target

-25%

2020 baseline, aligned with SBTi 2° scenario

Current Progress

-6%

Absolute GHG emissions in 2021 compared to 2020 baseline

Renewable Energy

24%

Of energy from renewable sources

Highlights

Science Based Target for GHG Reduction

In recognition of our contribution to global climate goals, we aligned with the Science Based Target Initiative (SBTi)'s 2° scenario, committing to a 25% GHG emissions reduction by 2030. Our 2020 emissions baseline was calculated to GHG protocol standards.

100% Renewable Electricity at Medi-Clear Facility

100% of electricity used at our Medi-Clear facility in Hull, UK comes from renewable sources, thanks to on-site solar generation, supplemented by OPUS Energy's 100% renewable electricity supply.

Capital Expenditures (CAPEX) to be Evaluated for GHG Emissions and Energy Efficiency

To ensure sustainable development, we have included GHG emissions and energy efficiency criteria during CAPEX evaluation (see "Other Impacts", p20).

Strategic Energy Management (SEM) & ISO 50001

In 2000, we partnered with Goldfin Consulting and London Hydro to begin a Strategic Energy Management (SEM) program at our highest emitting facilities in London, Canada.

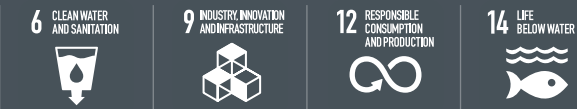
Our London Energy Team worked with Goldfin to characterize energy use, identify areas for improvement, and establish a strategic roadmap for future development. The first project to update our air compressors led to ~200MWh of energy savings in the first year alone. Further to our commitment for energy efficiency, this team is currently working toward ISO 50001 compliance at our London facilities.

This year, we have extended the SEM program to our Brampton, Canada facility. We are also in the process of revamping our corporate energy policy to ensure effective energy management at all our facilities, as we work toward our 2030 GHG reduction target.

GHG Emissions and Energy Use	
2020*	2021
Emissions (Market Based)**	
608.63 tCO ₂ e Scope 1	559.57 tCO ₂ e Scope 1
203.30 tCO ₂ e Scope 2	204.06 tCO ₂ e Scope 2
Emissions (Location Based)**	
607.63 tCO ₂ e Scope 1	559.57 tCO ₂ e Scope 1
260.14 tCO ₂ e Scope 2	268.11 tCO ₂ e Scope 2
Energy Use**	
10536.26 MWh Total Energy	10293.25 MWh Total Energy
2439.95 MWh Renewable Energy	2479.10 MWh Renewable Energy
* 2020 baseline adjusted in 2021 for facility change	
** Calculated according to Greenhouse Gas Protocol standards for Scope 1 and Scope 2 emissions	

Water

Aligned with SDGs
(Sustainable Development Goals)



Highlights

• **Capital Expenditures (CAPEX) to be Evaluated for Water Usage**

To ensure sustainable development, water efficiency is considered during CAPEX evaluation (see "Other Impacts", p20).

• **100% of Facilities Assessed for Water Risk**

Assessing water risk at all our facilities was a key step to monitor-current and ensuring future resilience. See the table (right) and analysis (below) for more information.

Overall Water Risk

Currently, all of our facilities have low to low-medium overall water risk. Although our facilities are not currently exposed to high levels of water-related risks, we recognize the evolving nature of climate change requires regular reassessment. Our analysis has identified the following areas to monitor, described on the right.

Flood

No facility has underground structures or assets. Flood risk for Canadian facilities is further mitigated by high elevation (~20m higher than the nearest flood risk).

Coastal Eutrophication

We continue to minimize our local impact through policies to ensure proper handling and disposal of all hazardous substances. Moving

forward, we are looking to build processes to monitor coastal eutrophication at local basins.

Drought

Low water intensity of our production processes mitigates drought risk for all facilities. Our Canadian facilities' proximity to the Great Lakes drastically reduces drought risk at these sites. Our UK and Spain sites currently have low-me-

dium exposure to water risks.

Future Water Risk (2030)

WRI's pessimistic scenario for 2030 identifies Spain as a site of concern; although impact of water risks will be minimal due to our Barcelona, Spain facility's operation as a sales office (no manufacturing occurs here). Future WRI risk data on Hull, UK is currently unavailable.

Mitigating Impact of Water Risks

To ensure resilience of Venalink operations in the UK and Spain with higher water risk exposure, we can direct ship product from our Canadian facilities. In addition, offices in UK, Spain, and Canada are equipped with remote work capabilities. We further recognize the evolving nature of climate change requires regular reassessment of risks at all facilities.

Water Intensity

0.08m³

Water usage (m³) per \$1,000 revenue

Facilities Assessed for Water Risk

100%

Assessed with WRI Aqueduct Water Risk Atlas

Water Fines & Detrimental Impacts

\$0

Fines and detrimental impacts related to water



WORLD
RESOURCES
INSTITUTE



AQUEDUCT
Measuring and Mapping Water Risk

Water Risk at Jones Healthcare Group Facilities (According to WRI Aqueduct Water Risk Atlas)			
Location	Facility Type	Current Overall Water Risk	2030 Water Risk (Pessimistic Scenario)
London, ON, Canada	Head Office & Manufacturing	Low	Low
London, ON Canada	Warehouse	Low	Low
Brampton, ON Canada	Manufacturing	Low	Low
Hull, East Yorkshire, UK	Manufacturing	Low-Medium	Not Available
Deeside, Flintshire, UK	Venalink Sales Office	Low	Low
Barcelona, Spain	Venalink Sales Office	Low-Medium	Extremely High



Waste

Aligned with SDGs
(Sustainable Development Goals)



Non-Hazardous Waste to Landfill

667_T

In 2021, we sent **87%** of total non-hazardous waste to recycling/recovery

Non-Hazardous Waste to Recycling/Recovery

4,487_T

Hazardous Waste

27,108_L
Liquid

0.76_T
Solid

Highlights

- **Zero Waste to Landfill at Medi-Clear Facility**

In 2021, 100% of waste at our Medi-Clear facility in Hull, UK was diverted from landfill to recycling or recovery.

- **Label Liner and Pallet Recycling**

We work closely with suppliers and service providers to offer our customers a variety of solutions that address on-site packaging waste. For example, select label suppliers offer liner recycling programs. We also participate in shipping pallet reuse and recycle programs.

- **Capital Expenditures (CAPEX) to Be Evaluated for Waste**

To ensure sustainable development, waste criteria is considered during CAPEX evaluation (see "Other Impacts", p20).

- **100% Sites Covered by Policies and Procedures Addressing Waste**

- Work processes implemented to recycle/recover waste materials including, paper/cardboard waste, plastic waste, toners and ink cartridges, pallets, etc.
- Proper management of hazardous waste and chemicals, with strict adherence to local rules and regulations
- Products and services to facilitate recycling of packaging for customers





AREAS OF FOCUS

SOCIAL CAPITAL

Diversity, Health & Safety,
Labour Practices, Business Ethics



Diversity



Aligned with SDGs
(Sustainable Development Goals)



Gender Diversity

1:1.2

Ratio of female:male
team members

Wage Equality

1:1

Ratio of female:male wages
across comparable roles



Highlights

• Active Support and Recruitment of Newcomer Talent

We believe supporting newcomers through employment not only benefits individuals and communities, but also strengthens workplace diversity and inclusion, as well as our ability to attract the best talent to our organization. We work with WIL Employment Connections to engage newcomers, and network with local community groups such as the London Middlesex Immigrant Employment Council (LMIEC). This year, we also plan to introduce additional training to our leaders regarding the growing immigrant population in our communities, and how we can best support newcomers in our company.

• Training in Key Issues Around Diversity and Inclusion

To foster and promote diversity and inclusion, we require colleagues to complete training in workplace accessibility, bullying, violence and harassment, substance abuse, mental health, diversity and inclusion.

• Robust Corporate HR Policies & Training

To ensure awareness and adherence to our company values, our colleagues are required to review our HR Policy. Topics covered in our HR Policy around diversity include:

- Proactive measures to prevent discrimination during recruitment phase
- Awareness training to prevent discrimination and/or harassment
- Measures to prevent discrimination and promote a gender/minority inclusive environment
- Measures for the integration of colleagues with disabilities
- Measures to promote wage equality in the workplace (e.g. equal pay monitoring)
- Whistle-blower procedure on discrimination and harassment
- Remediation procedure in place for identified cases of discrimination and/or harassment

Rising to the Challenge

On June 21, 2021, Jones Healthcare Group took home the 2021 WE-Connect International Rise to the Challenge Sector Award for Supply Chain – Healthcare, awarded by Johnson & Johnson Inc. The Rise to the Challenge Awards recognize trailblazers among woman-owned businesses worldwide.



"This global women-owned business has thrived in the STEM field with a clearly differentiated strategy, enabling significant growth across manufacturing sites in three countries, with the consumer and patient at the heart of all that it does," said Heidi Landry, CPO Supply Chain Management with Johnson & Johnson. Co-Founder Christine Jones Harris of Jones Healthcare Group reset their business during the pandemic to ensure that none of their clients were ever left without the packaging they needed during a distressing year.

- From <https://weconnectinternational.org/awards2021/>



Health & Safety

 Aligned with SDGs
(Sustainable Development Goals)



Lost Time Incident Free

288,905

consecutive hours worked at our London and Brampton, Canada facilities in 2021 without a lost-time incident

Medical Aid Incidents

0

in 2020 and 2021 at our Brampton, Canada facility

First Aid Incidents

-29%

decrease from 2020 to 2021 at our Brampton, Canada facility

2021 Highlights

• Work From Home Site Safety and Ergonomics

To ensure physical well-being of our remote team members during the pandemic and beyond, we initiated our Work From Home Site Safety and Ergonomics program. In addition to tips for ergonomic home site setup, a virtual ergonomic assessment is available upon request, along with assistance from the Manager, Health, Safety and Environment, in resolving ergonomic issues identified.

• 100% of Business Units Covered by Policies and Procedures in the Following Areas of H&S:

- Occupational health and safety management system
- Hazard identification, risk assessment, and incident investigation
- Regular inspection or audit to ensure safety of equipment
- Worker participation, consultation, and communication on occupational health and safety
- Training of all relevant colleagues on health and safety risks and good working practices
- Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
- Proper management of hazardous materials, chemicals and waste
- Customer health & safety (see right)

• Customer & Consumer Safety

As a supplier of pharmaceutical, pharmacy, healthcare, wellness and nutrition packaging, strict adherence to relevant regulations, standards and certifications is a crucial aspect of our business. Our processes enable us to supply packaging to industries where consumer health and safety are critical.

These processes also ensure that the products we deliver to customers are carefully inspected for safety, free from contaminants, hazards and allergens.

For more information, visit <https://joneshealthcaregroup.com/quality-certifications/>



Health
Canada

Santé
Canada



Labour Practices

 Aligned with SDGs
(Sustainable Development Goals)



Parental Leave

100%

Of team members
eligible for
parental leave

100%

Return to work rate

50%

Retention rate for 12
months following
return to work

Workforce Surveyed

86%

Of team members
completed employee
engagement survey

Highlights

• Proactive Colleague Engagement

Providing systems for anonymous feedback by colleagues has always been a part of our practice. This year, we took a more proactive approach with our Employee Engagement Survey. 86% of colleagues completed the survey. Anonymized results are currently being reviewed, with the aim of informing future program development.

• Robust Corporate HR Policies and Training

To ensure awareness of workers' rights, colleagues are required to annually review our HR Policy. Topics related to Labour Practices covered in our HR Policy include:

- Adequate working conditions (e.g., wages & working benefits, working hours, exchange of information and participation on working conditions)
- Career management and skills development
- Interactive communication session with colleagues regarding working conditions
- Compensation for extra or atypical working hours
- Additional leave beyond standard vacation days
- Work from home site safety and ergonomics program
- Benefits and health care coverage
- Transparent recruitment process visible to all team members
- Prevention of child and/or forced labour

Lifeworks Employee Assistance Program (EAP) available at no cost for all team members and dependents

LifeWorks blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial well-being. It has both an Employee Assistance Program (EAP) and personalized well-being resources to support our team members and their dependents with issues related to work, life and everything in between. LifeWorks offers confidential, professional support with mental, financial, physical and emotional well-being. Whether our team has questions about handling stress at work and home, parenting and childcare, managing money, or health issues, they can turn to LifeWorks.



Business Ethics

 Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH
AND WELL BEING



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



Highlights

• Annual Independent Auditing by PwC

Our financial statements are independently audited annually by PricewaterhouseCoopers (PwC) in accordance with appropriate auditing standards and ethical requirements. PwC provides reasonable assurance that our financial statements across our global business are free from material misstatement, whether due to fraud or error. PwC also:

- Identifies and assesses risks of material misstatements, designs and performs audit procedures responsive to those risks (fraud may include collusion, forgery, intentional omissions, misrepresentations, or override of internal control)
- Obtains understanding of internal controls to design audit procedures
- Evaluate appropriateness of accounting policies and reasonableness of accounting estimates and related disclosures by management
- Conclude on the appropriateness of Management's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern

• Robust Corporate HR Policies and Training

To ensure awareness and adherence to ethical business practices, colleagues are required to annually review our HR Policy. Topics related to Business Ethics covered in our HR Policy include:

- Conflict of Interest
- Confidentiality
- Corruption
- Bribery



AREAS OF FOCUS

BUSINESS MODEL & INNOVATION

Product Lifecycle, Supply
Chain, Broader Impacts



Product Lifecycle

Aligned with SDGs
(Sustainable Development Goals)



We work closely with suppliers and service providers to offer our customers a variety of solutions that improve the lifecycle impact of our packaging:

Recyclable
Materials

Materials
w/ Recycled
Content

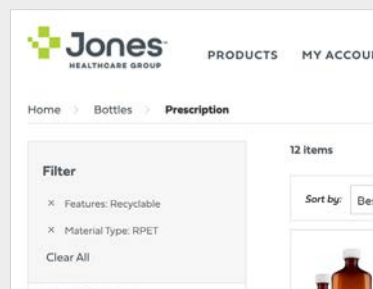
On-Site
Label Liner
Collection

Pallet
Re-use &
Recycling

Highlights

- Jones Pharmacy Store Now Searchable by Sustainability Filters (With More to Come)**

To promote adoption of our sustainable pharmacy offerings, products on our Pharmacy Store (www.jonespharmacystore.com), are searchable by filters such as "recyclable", or recycled plastics such as "RPET". We are currently working with our pharmacy customers to identify additional criteria that best helps them meet their sustainability goals.



- Jones Adopts Packaging Lifecycle Assessment (LCA) Tool for Packaging Development**

Trayak's EcolImpact-COMPASS packaging assessment tool enables our teams to work with customers to improve the environmental impact of packaging throughout its lifecycle, from cradle to grave. EcolImpact-COMPASS enables quantifiable evaluation and comparison of packaging's environmental footprint, in areas such as: GHG emissions, water use, fossil fuel use, human impact and material circularity.



New Qube and FlexRx™ Blister Packs Eliminate Foil, First in Market to Use Eco-Friendly Bio-PET Material

"We continue to focus on circular design principles for our products to bring more sustainable packaging to the marketplace – it's our responsibility, and it's important to our pharmacy customers and the patients under their care," says Trevor Noye, Senior Vice President, Medication Adherence at Jones. "Not only is our new packaging the first to use leading-edge Bio-PET, but it also uses foil-free backings to improve recyclability."

From: <https://joneshealthcaregroup.com/news/jones-health-care-group-makes-impact-on-sustainability-and-pharmacy-operations/>



Supply Chain

Aligned with SDGs
(Sustainable Development Goals)



FSC® or SFI Certified
Paperboard

65%

Of paperboard (by spend) is
FSC® or SFI certified

Recyclable or Recycled
Plastic

87%

Of plastic (by spend) is recyclable
or contains recycled content (PCR)

Key Suppliers Evaluated
for Sustainability

83%

Of key suppliers evaluated for
sustainability (by spend)

Highlights

Supply Chain Resiliency

The effects of the pandemic have made availability of raw materials a top concern for our customer base in the past two years. To ensure our ability to deliver during these challenging times, we leveraged our organization's financial resiliency to procure at our own risk beyond forecasts, while also working closely with our customers to improve forecasting models. Specific for the pharmaceutical market, which faces lengthy timelines for regulatory approval of packaging, we preemptively sourced alternatives for select primary drug packaging materials that faced a high risk of supply disruptions and worked with our customers to develop alternative packaging solutions in order to mitigate risk of future supply chain disruptions.

Evaluating Key Suppliers for Sustainability

To improve sustainability and resiliency of our supply chain, in 2021 we evaluated our key suppliers through a supplier questionnaire. The evaluation sought to identify our supplier base's performance in the following areas of sustainability: policies, goals and targets, corporate disclosure, certifications, on-site audits, and risk assessment.

SFI and FSC® Certifications

We are a certified purchaser, printer, converter, and distributor of FSC® and SFI forest fibre products. Our FSC® and SFI certifications and processes enable us to provide documented chain of custody for fibres sourced from responsibly managed forests. Our certifications also enable us to print FSC® and SFI logos for sustainable forest management on our paperboard products for our customers. This logo helps consumers choose sustainably and responsibly sourced products.



FSC CERTIFICATE
SGSCGH-COC-000555
FSC LICENSE
FSC-C011714



SFI CERTIFICATE
SGS-SFICOC-CA11/407093
SFI LICENSE
SFI-01158

Broader Impacts



Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH
AND WELL-BEING



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



17 PARTNERSHIPS
FOR THE GOALS



Healthcare Revenue

87%

Of revenue from the
healthcare industry

Years in Business

138

Supporting the healthcare
industry since 1882

Highlights

• Over a Century Supporting Health and Wellness

The roots of our business date back to 1882. Then, we focused on apothecary packaging for pharmacists to deliver medication safely to patients and throughout our years, we've been proud to introduce a series of "market firsts."

Today, helping people live longer, healthier lives remains our purpose. We view sustainable development as an essential part of who we are, as we continue to build progressive platforms that take packaging to the next level and exceed customer expectations, with a focus on what matters most – improving consumer well-being.

• Capital Expenditures (CAPEX) Evaluated for Sustainability

To ensure sustainable development, we have included sustainability criteria during capital expenditure (CAPEX) evaluation. Major CAPEX is required to be evaluated and compared to existing services/equipment (if applicable) and against alternative services/equipment, for:

- Consumption (energy, water, other inputs)
- Pollution (airborne, water based, waste)
- Vendor/Supplier Sustainability (policies, goals/targets, risk)

• Recent Innovations & Awards

Our dedication to innovation has led to a history of "market firsts" and awards. Below are select highlights of recent sustainability-related research and development projects:

- Patient Information Leaflet (PIL) replacement - replacing PILs with digital information to reduce material use and waste, while addressing print-based accessibility issues
- Investigation to reduce heterogeneous material mix in our medication adherence products - investigating polymer alternatives and barrier alternatives to improve recyclability
- Investigation of functional coatings and materials that can assist in sustainability initiatives such as: easier recyclability/sorting, food/drug shelf life extension
- CpaX™ Connected Packaging - utilization of connected packaging technologies to communicate end-of-life disposal instructions and improve medication adherence ([see p21, for a spotlight of our CpaX™ medication adherence system](#))



Learn more about our awards at:
<https://joneshealthcaregroup.com/awards/>



Broader Impacts

INNOVATION SPOTLIGHT: New Study Confirms CpaX™ Connected Medication Adherence Packaging Makes Positive Impacts for Older Adults With Chronic Conditions

Taking multiple medications on a regular basis is a challenge for older adults struggling with chronic conditions. Physical limitations, cognitive decline and difficult symptoms are just a few factors leading these older adults to move away from their treatment plans.

Connected adherence packaging takes the standard blister package to the next level. Using transmitting printed electronics, this smart packaging can detect whether patients have removed medications, send reminders and notifications to patients and caregivers, and store adherence data for care teams to review in real time.

The University of Waterloo launched a study using a prototype version of our CpaX™ connected adherence packaging. The study, published in PLOS ONE, aimed to:

1. Examine the integration of our smart multi-dose blister package into the medication-taking routines of older adults at home.
2. Understand medication intake behaviours of adults with chronic diseases, which usually involve mul-

tle medications taken over a long period of time.

Researchers found multiple factors that helped older adults integrate CpaX™ into their routines at home:

CpaX was easy to adopt and use – participants in the study, who reported 5 medical conditions requiring 11 different medications on average, felt CpaX connected adherence packaging was easy to use and very easy to learn how to use. After initial instruction, participants did not require any ongoing support with the product.

CpaX made older adults more aware and alert – participants said using a smart blister package changed their behaviour. They became more aware of taking their medications on time. Some mentioned the reminder function kept them alert.

CpaX provided a sense of relief for loved ones and strengthened relationships – participants reported their spouses or children felt less worried about them as the smart blister package helped manage their medications in a safe and organized manner. They also mentioned using the device promoted a positive

interaction with their pharmacist.

CpaX made older adults feel safe – participants reported emotional responses such as a sense of relief, feeling of safety and less worry.

The researchers also identified factors that could improve an older adult's experience with smart adherence packaging when it comes to product design and consistency, technology access, cost coverage, and initial short-term frustrations while learning how to use the product. All of these factors are important considerations as smart packaging continues to evolve.

Overall, these findings support existing literature and further document how to best build smart adherence technologies into the everyday lives of older adults with chronic conditions.

For more information, visit: <https://joneshealthcaregroup.com/news/new-study-confirms-cpax-connected-medication-adherence-packaging-makes-positive-impacts-for-older-adults-with-chronic-conditions/>



How Do CpaX™ Connected Adherence Packaging and an Integrated Care Team Approach Contribute to Sustainable Development Goals (SDGs)?

Taking medications as prescribed has been linked to improved health outcomes and quality of life, leading to reduced healthcare system costs and medication waste.

Studies have estimated that annual drug wastage amounts to about £300 million in England, while consumers in the United States wasted more than \$418 billion in 2012 due to suboptimal use of medicines. The majority of unwanted or expired medicines are disposed of via household waste, toilets, or sinks.

Medication adherence is a global issue, affecting patients, health-care systems, and our environment. Benefits of our collaborative innovations in these areas target the following SDGs:



Broader Impacts

Industry Associations



Active & Intelligent Packaging Industry Association (AIPIA)
<https://www.aipia.info>



intelliFLEX Innovation Alliance
<https://intelliflex.org>



BC Care Providers Association (BCCPA)
<https://bccare.ca>



International Packaging Group
<https://ipgassociation.com>



Canadian Association for Pharmacy Distribution Management (CAPDM)
<https://www.capdm.ca>



Ontario Long Term Care Association (OLTCA)
<https://oltca.com>



Canadian Pharmacists Association (CPhA)
<https://www.pharmacists.ca>



Ontario Retirement Communities Association (ORCA)
<https://www.orcaretirement.com>



Consumer Healthcare Products Association (CHPA)
<https://www.chpa.org>



PAC Global
<https://www.pac.global>



Food, Health & Consumer Products of Canada (FHCP Canada)
<https://www.fhcp.ca>



Sustainable Medicines Partnership
<https://www.yewmaker.com/smp>



Independent Carton Group
<https://independentcartongroup.com>

(see right)

Jones Healthcare Group Joins the Sustainable Medicines Partnership (SMP) as a Founding Collaborator

The SMP is a not-for-profit private-public collaboration executing projects to make the use of medicines more sustainable and less wasteful.

As a founding collaborator of the SMP, we will use our century of regulated healthcare packaging expertise, innovative technologies, and patient focus to make meaningful impacts in the areas of sustainable packaging and digitization.

As a first focus, Jones will work with SMP to develop multi-platform frameworks including digital-first prototypes for medicines information, leveraging smart packaging technology. The goal of this work is to reduce the environmental and financial cost of today's paper information leaflets by creating alternative, patient-centred, digital approaches.

Jones also contributes to work related to sustainable packaging innovations that are less wasteful, more standardized, and more recyclable, including medication adherence packaging.

"Jones Healthcare brings diverse insights and capabilities to the SMP through its broad and deep knowledge of the over-the-counter and prescription medicines supply chain, from manufacturing, primary and secondary packaging, all the way to medication dispensing.

Moreover, Jones Healthcare has a long track record in sustainability, and we are very pleased they have joined the Sustainable Medicines Partnership"

– Nazneen Rahman, YewMaker CEO, SMP Director

From: <https://joneshealthcaregroup.com/news/jones-healthcare-group-joins-the-sustainable-medicines-partnership/>



Broader Impacts

Corporate Giving

Jones Healthcare Group is highly involved in activities that promote social responsibility and giving back.

Our generous corporate giving plan is guided by three strategic pillars that align with our company's purpose, culture and ethos: healthcare, family and children, and education. We focus on continued participation in local capital campaigns, and individual projects, that support the communities in which we operate. This corporate support includes:

- **Alzheimer's Society** to support families and people living with dementia
- **Soroptimist International** to ensure young women can follow their educational dreams
- **Fanshawe College Foundation** to support Pharmacy Lab training operations and fund scholarships for pharmacy assistants to further their healthcare learning
- We have also just completed multi-year financial commitments to both **Children's Health Research Institute** and **St. Joseph's Hospital Foundation's Clinical Research and Chronic Disease Centre**.

Beyond financial contributions, we encourage members of our Senior Leadership Team to give their time to participate on the Boards and Committees of these meaningful and important organizations.

Our giving program also includes employee-driven fundraising activities, such as annual participation in the Heart & Stroke Foundation Big Bike event, and multiple food, clothing, fundraising and gift drives for local charities and causes throughout the year.





With roots firmly established in healthcare, Jones has been a long-time, trusted partner for some of the most recognized global pharmaceutical brands and the largest pharmacy groups, independent pharmacies, hospitals and long-term care facilities across the world.

From packaging that protects and informs, to new platforms that improve consumer outcomes – we are invested in advancing wellness.

Visit us at <https://joneshealthcaregroup.com/>

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