

2023 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 will be regularly reviewed and updated as required.

Ron Harris
President & CEO

In 2021, we published our Sustainability Policy, a public commitment in support of sustainable development. For highlights of our recent progress, see "Our Progress" (p6)

Company Overview

Established in 1882, Jones Healthcare Group has a longstanding heritage in health and wellness, initially providing apothecary packaging to ensure safe medication delivery for pharmacists. Over the years, we have consistently introduced innovative 'market firsts' that have shaped the industry. Today, under the stewardship of the fourth generation of the Jones family, our mission continues to be helping people live longer, healthier lives. We achieve this through pioneering advanced packaging solutions that not only meet but exceed customer expectations, focusing intensely on the pivotal goal of improving consumer well-being.

Our full-service offerings include graphic and structural design, print, conversion, and filling of multiple packaging components such as folding cartons, labels, bottles, blisters, pouches, and convenience vials. We also specialize in medication adherence and dispensing solutions, along with connected packaging, leveraging our deep roots in healthcare to support 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 innovative platforms that enhance consumer outcomes, we are committed to advancing wellness. Our dedication to sustainability is embedded in every layer of our operations, ensuring that our growth and innovation continue to contribute positively to environmental and social outcomes.

Visit us at <https://joneshealthcaregroup.com/> to learn more about our transformative solutions and how we're making a difference in the healthcare industry.



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 (Greenhouse Gas) 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 EcoVadis and CDP assessments here:

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

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



Shareholders

President & CEO
Ron Harris

Principal, Corporate Development
Christine Jones Harris

Senior Leadership Team

SVP, Human Resources
Lea Bottoni

SVP, Pharmacy Market, Canada
Steve MacNeill

SVP, Global Medication Adherence
Trevor Noye

SVP, Cartons & Labels
Andy Morris

SVP, Finance
Ryan Jenner

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CORPORATE SUSTAINABILITY

Our Progress, Materiality, Targets



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. Adopting a sustainability focus based on the United Nations Sustainable Development Goals (SDGs) and identifying the material issues in sustainability that impact our stakeholders, we laid the foundation of our sustainability strategy. We focused on sustainable development that best meet the needs of our stakeholders and enhances the long term resilience of our organization.

In 2023, we focused on continuous improvement in execution of our sustainability strategy, by further integrating sustainability into our decision-making processes and product development.

In the area of environment, we moved closer to our zero waste to landfill target, increasing our diversion rate of non-hazardous waste to 99.9% through proactive waste management strategies, including spot audits and improved management of single-use waste streams. Notably, a partnership with a new recycling provider facilitated the direct recycling of white paper back to pulp and paper mills, promoting a circular economy.

Despite continued improvement in emission intensity, increased customer demand following the pandemic has led to a rise in absolute emissions. Acknowledging this challenge, we made significant strides in energy management, particularly at our London, Ontario facility, moving towards an ISO 50001 compliant energy management system. Through rigorous audits and the identification of Significant Energy Users, we anticipate a reduction in energy use in 2024. Notable upgrades include energy-efficient RTU units, LED lighting, and improved production efficiency with the installation of our advanced Koenig & Bauer 7-Color litho press. Additionally, LED lighting upgrades at the Brampton facility are expected to yield substantial energy savings in the coming year.

In the area of Social Capital, we were honored with the 2022-23 WILL Award by WILL Employment Solutions for supporting newcomer job seekers and fostering inclusion. Since 2018, our partnership has facilitated hiring new Canadians and creating a supportive work environment, through programs such as free on-site ESL training for our colleagues and their family members.

To uphold our commitment to ethical standards and compliance with regulations like

Bill S211 and the UK Modern Slavery Act, we committed in March 2024, to ensuring that all of our procurement teams and their managing directors, underwent a training program on recognizing and mitigating risk of forced labor in our supply chains. Within three months, we successfully achieved our goal of 100% completion. Our procurement teams are now in the process of updating our supplier evaluation and risk assessment processes as they integrate learnings from this training program.

In the area of Business Model & Innovation, our pharmacy team continues to make strides in furthering sustainable pharmacy packaging. With a focus on recyclability, we have continued transitioning our blister packaging from PVC to BioPET, PET bottles to RPET, and increasing recycled content in paperboard components. Our flagship Medication Adherence Manager, Qube Pro, also underwent a redesign to achieve full recyclability, and achieved recognition by How2Recycle, for recyclability in Canada and the USA. We are eager to introduce our fully recyclable blister packaging to the market in the upcoming months.

In our continued support of broader sustainable development issues surrounding good health and wellness, we partnered with YouAreUNLTD to launch Mind Your Meds, a

platform promoting medication adherence for better health outcomes, and sponsored the Canadian Pharmacists Association's Pharmacy Workforce Wellness Initiative, addressing post-pandemic challenges and promoting mental health resilience among pharmacy professionals, contributing to a healthier workforce and society.

In the midst of a \$30 million capital investment plan, aimed at meeting the present and future needs of our customers, we ensured that 100% of our capital expenditure reviews in 2023 included evaluations for sustainability. We recognize that sustainability is not just a nice-to-have, but a critical component of long-term success and must be an integral part of our investment decisions.

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



Ron Harris
President & CEO



Materiality

We have identified these areas of focus (right) as those where we can have the biggest impact as a provider of advanced packaging and medication dispensing solutions.

Monitoring these material areas, informs and guides sustainable development at Jones Healthcare Group, in ways that best meets the needs of our external and internal stakeholders, while enhancing the long term resiliency of our organization.

Sustainable Development at Jones Healthcare Group: Areas of Focus		
Environment	Social Capital	Business Model & Innovation
Climate (see "Climate", p10) Climate risk , GHG emissions, energy management	Diversity (see "Diversity", p14) Inclusion, equality, awareness	Product Lifecycle (see "Product...", p19) Packaging circularity, packaging footprint
Water (see "Water", p11) Water risk, water management	Health & Safety (see "Health & Safety", p15) Customer, colleague, and consumer wellbeing	Supply Chain (see "Supply Chain", p21) Supply chain resilience, supply chain optimization, capital assets
Waste (see "Waste", p12) Waste management, recycling and recovery	Labour Practices (see "Labour Practices", p16) Training, development, working conditions	Broader Impacts (see "Broader...", p23) Value chain, industry, community
	Business Ethics (see "Business Ethics", p17) Accountability, conflict of interest	

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

Targets

ENVIRONMENT



GHG
EMISSIONS

TARGET (SBTI 2° SCENARIO)

-25% CO₂e
by 2030 (Scope 1 + 2, 2020 baseline)

PROGRESS (SINCE 2020)

+25% tCO₂e, -0.83% \$/tCO₂e

[Learn more: see "Climate", p10](#)



WATER
RISK

TARGET (Measured since 2021)

100% Sites Assessed
for Water Risk (annual requirement)

PROGRESS

Target met (since 2021)

[Learn more: see "Water", p11](#)



WASTE

TARGET (Measured since 2022)

Zero Waste to Landfill
by 2030 (non-hazardous waste only)

PROGRESS

2023: 99.9% diverted from landfills
2022: 99.5% diverted from landfills

[Learn more: see "Waste", p12](#)

SOCIAL CAPITAL



WAGE
EQUALITY

TARGET (Measured since 2015)

1:1 Gender Wage Equality
across comparable roles (annual requirement)

PROGRESS

Target met (since 2015)

[Learn more: see "Diversity", p14](#)



HEALTH &
SAFETY

TARGET (Measured Since 2022)

MAF = 0, LTF = 0
MAF (Medical Aid Frequency),
LTF (Lost Time Frequency)

PROGRESS

2023: MAF = 1.79, LTF = 2.25

[Learn more: see "Health & Safety", p15](#)



ETHICS

TARGET (Established 2023, met in first year)

**100% Forced Labour
Prevention Training**
for all colleagues involved in procurement

PROGRESS

2023: 100%

[Learn more: see "Business Ethics", p17](#)

BUSINESS MODEL



RESPONSIBLE
SOURCING

TARGET (Measured Since 2022)

100% Certified Paperboard
SFI or FSC® certified paperboard (% by spend)

PROGRESS

Target met (since 2022)

[Learn more: see "Product Lifecycle", p19](#)



SUPPLIER
EVALUATION

TARGET (In Progress)

**Updating evaluation
process to better mitigate
risk of forced labour in our
supply chains**

[Learn more: see "Supply Chain", p21](#)



CAPEX

TARGET (Measured since 2022)

100% CAPEX Evaluated
All capital expenditure reviews to include
sustainability evaluation in 2023

PROGRESS

2023: 100%, 2022: 50%

[Learn more: see "Supply Chain", p21](#)





AREAS OF FOCUS

ENVIRONMENT

Climate, Water, Waste



Climate

Aligned with SDGs
(Sustainable Development Goals)



GHG: 2023 vs. 2020 baseline

+25% **-0.83%**
TCO2e (absolute) \$/CO2e (intensity)

Target = -25% absolute TCO2e
by 2030 (2020 baseline)

Renewable Energy

26%

% of energy used from
renewable sources

Highlights

• GHG Reduction & Energy Efficiency

In recognition of our contribution to global climate goals, we are aligned with the Science Based Target Initiative (SBTI)'s 2° scenario, committing to a 25% GHG emissions reduction by 2030.

In 2021, we were able to reduce our absolute emissions by 6%, as a result of energy improvement projects identified through our Strategic Energy Management (SEM) program. Updating our air compressors led to ~200MWh in the first year alone.

Since then, we have been able to continue improving our emission intensity, but unprecedented growth in customer demand coming out of the pandemic has led to an increase in absolute emissions.

In response to rapid growth in production at JHG, we recognize the importance of reinforcing our culture of energy efficiency across the organization. Our corporate energy policy, commits to continuous improvement through energy management frameworks at all facilities.

2023 was a foundational year for our largest facility in London, Ontario as we work towards our ISO 50001 compliant energy management system. Guided by an energy and air leak audit in 2022, the London Energy team was able to identify Significant Energy Users, began installation of energy meters to provide more accurate data, and began executing on energy improvement projects identified through this assessment.

Thanks to the foundation we established in 2023, we anticipate a reduction in energy use in 2024. Notable upgrades in our London, Ontario facility include: energy efficient RTU units, LED task lighting, and improved production efficiency coming from our advanced Koenig & Bauer 7-Color litho press, which underwent CAPEX review for GHG and Energy efficiency. In addition, LED lighting upgrades at our Brampton facility, is anticipated to save ~28% in energy consumption for that facility in the upcoming year.

• 100% Zero Carbon Electricity at UK Facility

100% of electricity used at our Medi-Clear facility in Hull, UK comes from zero carbon sources, thanks to on-site solar generation, supplemented by British Gas' emissions free supply program.

• Increasing % of Renewable Energy

Our facilities in Ontario, Canada benefited from provincial efforts to increase renewable electricity supply. We anticipate continued growth in our % of renewable energy as we compliment provincial supply with internal efforts to reduce usage of natural gas.

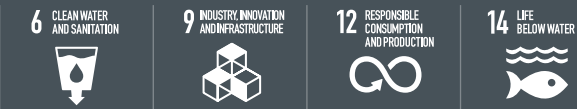
• Capital Expenditures (CAPEX) to be Evaluated for GHG and Energy Efficiency

To ensure sustainable development, we include GHG emissions and energy efficiency criteria during CAPEX evaluation (see "Supply Chain", p21).



Water

Aligned with SDGs
(Sustainable Development Goals)



Water Risk Assessment

100%

of facilities assessed for water risk
Target = 100% (since 2021)

Water Intensity

0.05m³

Water usage (m³) per
\$1,000 revenue

Water Fines & Detrimental Impacts

\$0

Fines and detrimental
impacts related to water

Highlights

- Capital Expenditures (CAPEX) to be Evaluated for Water Usage**
To ensure sustainable development, water efficiency is considered during CAPEX evaluation (see "Broader Impacts", p23).
- 100% of Facilities Assessed for Water Risk**
Recognizing the evolving nature of climate change, we have committed to annual assessment of water risk at all facilities. See the table (right) and analysis (below) for more information.



Water Risk at Jones Healthcare Group Facilities (According to WRI Aqueduct Water Risk Atlas)			
Location	Facility Type	Overall Water Risk	Priority Areas
London, ON, Canada	Head Office & Manufacturing	Medium-High	Water Stress, Riverine Flood Risk
London, ON Canada	Warehouse	Medium-High	Water Stress, Riverine Flood Risk
Brampton, ON Canada	Manufacturing	Medium-High	Water Stress, Riverine Flood Risk
Hull, East Yorkshire, UK	Manufacturing	Low	Coastal Flood Risk, Eutrophication
Deeside, Flintshire, UK	Venalink Sales Office	Low	Coastal Flood Risk, Eutrophication
Barcelona, Spain	Venalink Sales Office	Medium High	Water Stress, Coastal Flood Risk

Overall Water Risk

Currently, all of our facilities have low to medium-high 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.

1. Water Stress

Low water intensity of our production processes mitigates risk of water stress for all facilities. While our Canadian facilities' proximity to the Great Lakes provides some shelter from water shortages, high demand for water use in these regions is an area to monitor.

2. 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).

3. Coastal Eutrophication

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

Mitigating Impact of Water Risks

Beginning in 2022, we now include water risk scenarios into our Senior Leadership Team's business continuity planning. Mitigating higher risk exposure for our Venalink operations in Spain, we have a long established direct ship process from our Canadian facilities.

Waste

Aligned with SDGs
(Sustainable Development Goals)



Waste Diversion Rate

99.9%

non-hazardous waste diverted from landfills
🎯 Target = 100% diversion rate by 2030

Waste (by Weight)

671,744.70 T
non-hazardous waste
to recycling/recovery

644.91 T
non-hazardous waste
to landfill

2030 L,
4.13 T

hazardous waste
(solid + liquid)

Highlights

• 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 through CHEP.

• 100% Sites Covered by Policies & 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

• Capital Expenditures (CAPEX) to Be Evaluated for Waste

To ensure sustainable development, waste criteria is considered during CAPEX evaluation (see "[Supply Chain](#)", p21).

Continued Reduction in Waste to Landfill

In 2023, we were able to increase our waste diversion rate from 99.5% (2022) to 99.9%. Through updated procedures at our largest producing facility in London, Ontario, we've embraced a proactive approach to waste management, implementing spot audits across various waste streams to ensure optimal efficiency and environmental responsibility. Updates to the management of single-use waste streams further underscores our urgency of reducing our ecological footprint. Moreover, we made a pivotal shift in white paper recycling. By partnering with a new provider, our recycling process now allows paper to be recycled directly back to pulp and paper mills in Quebec and Northeast USA. This transformation not only enhances our environmental impact but also fosters a circular economy by promoting the reuse of materials. At our Medi-Clear facility in Hull, UK, all waste has been diverted from landfill to recycling or recovery since 2020.



AREAS OF FOCUS

SOCIAL CAPITAL

Diversity, Health & Safety,
Labour Practices, Business Ethics



Diversity



Aligned with SDGs
(Sustainable Development Goals)



Wage Equality

1:1

Ratio of female:male wages
across comparable roles

Target = maintain 1:1
(since 2015)

Gender Diversity

1:1.28

Ratio of female:male
team members

Linguistic Diversity

37

Languages & dialects
spoken by colleagues



Highlights

• Mandatory Training in Key Issues Around Diversity & 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.

• Free Onsite ESL Courses to Support Newcomer Colleagues

In collaboration with WILLWorks and the Thames Valley District School Board, we offered free onsite ESL courses and language assessments for our colleagues and their family members in London, Ontario.

• Robust Corporate HR Policies & Training

To ensure awareness and adherence to our company values, our colleagues are required to annually review and sign off on 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 an inclusive environment
- Measures for the integration of colleagues with disabilities
- Measures to promote wage equality in the workplace
- Whistle-blower procedure on discrimination and harassment
- Remediation procedures discrimination and/or harassment

2022-23 WILL Award highlights dedication to diversity, inclusion, and support for new Canadian job seekers

We are proud to share that WILL Employment Solutions presented Jones Healthcare Group with the 2022-23 WILL Award at the organization's Annual General Meeting in London, Ontario, on June 15, 2023. This recognition from WILL, a renowned leader in employment services for new Canadians, honors our significant contribution to supporting newcomer job seekers and fostering inclusion through welcoming, innovation, learning, and leadership. Since 2018, our partnership with WILL has enabled us to connect with new Canadians, hire several colleagues, and gain valuable insights into the challenges they face. Moving forward, we remain committed to creating a supportive work environment where every team member can thrive.

"Jones Healthcare Group was selected from a strong pool of candidates due to their exceptional commitment to fostering inclusivity and championing the vital role of newcomers in our communities...Their active consideration, training, and retention of newcomer talent, along with their inclusive, collaborative, empathetic, and respectful work environment, truly set them apart." - Shobhita Sharma, Board Member, Chair of the WILL Award Committee



Health & Safety

Aligned with SDGs
(Sustainable Development Goals)



Highlights

- Corporate alignment to H&S Metrics & Targets

Recognizing the importance of monitoring and improving H&S performance in the workplace, we have identified Medical Aid Frequency (MAF) and Lost Time Frequency (LTF) as key indicators of success, in order to create a safe and healthy workplace for our colleagues, while also meeting our obligations to stakeholders and customers. By aligning these metrics across all facilities, we can better track and analyze our H&S performance and take targeted actions to achieving our goal of zero harm in the workplace.

- 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 and ensures 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/>

Medical Aid Frequency

1.97

of medical aid incidents
/ 100 employees

Target: MAF = 0, annual

Lost Time Frequency

2.25

lost time incidents
/ 100 employees

Target: LTI = 0, annual

- Health & Wellness Programs Provided at No Cost to All Eligible Employees

- Monthly onsite ergonomic assessment at London Facility
- At Home Fitness programs through Lifeworks Fitness
- Support for mental, and physical wellbeing through Lifeworks
- Online medical consultations through Consult+ and Teledoc
- Bi-monthly Health & Wellness Bulletins since 2020

- 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 left)

Empowering Safety: First-Aid and CPR Training Initiative at London, Ontario Facility

In June, the Cartons & Labels business unit located at our London, Ontario facility, provided First-Aid and CPR training, fully covering the fees and colleague time required for participation. We extended invitations to interested colleagues, resulting in 45 volunteers for the 2-day training sessions. Each participant received a certificate, equipping them with invaluable skills and knowledge to administer aid during emergencies both in the workplace and at home.



Labour Practices

 Aligned with SDGs
(Sustainable Development Goals)



Colleague Tenure



41% of colleagues have 5+ years of service

Highlights

- Supporting Work-Life Balance**

Prioritize work-life balance is part of our commitment to create a supportive and compassionate workplace that prioritizes the needs of our colleagues. In addition to providing an extra paid day off each year with a company floater holiday, we also recognize the importance of flexible working hours. We encourage our office colleagues to take time in lieu if they work additional hours, enabling them to maintain a healthy work-life balance. Furthermore, we understand that personal emergencies can arise unexpectedly, which is why we provide paid Personal Emergency Leave days to our permanent, full-time colleagues.

- Supporting New Colleagues**

In 2022, we introduced our newcomer buddy system. To support new colleagues in their transition to their new role at Jones, we partner them with an existing colleague (with equivalent language skills when possible), in order to support them throughout their training and onboarding.

- 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
- Safety and ergonomics program
- Benefits and health care coverage
- Transparent recruitment process visible to all team members
- Prevention of child and/or forced labour

Empowering Leadership: Comprehensive Training Program for Organizational Growth

In 2023, we continued execution of a Leadership Training Program that is being gradually implemented across the organization. Consisting of 10 modules, the program provides leaders with comprehensive insights into various crucial aspects of leadership. Throughout the program, leaders engage in discussions with their HR Business Partner to delve deeper into their learnings, address queries, and strategize for implementation. Key topics covered include coaching, effective communication, managing difficult conversations, employee motivation, progressive discipline, conflict resolution, problem-solving, decision-making, and stress management with a specific focus on wellness.

Launched in 2022, will be ongoing into 2024 to ensure all leaders have the opportunity to participate.

Business Ethics

 Aligned with SDGs
(Sustainable Development Goals)



Forced Labour Prevention Training

100%

of colleagues involved in
procurement activities

 Target: 100% trained, annual

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

Ensuring Ethical Compliance: Upholding Standards and Empowering Procurement Against Forced Labor

Our company is dedicated to upholding ethical standards and ensuring compliance with legislative measures such as Bill S211 and the UK Modern Slavery Act. These regulations demand rigorous attention to combatting forced labor and human trafficking within supply chains.

In alignment with our commitment to ethical sourcing and social responsibility, we have undertaken a proactive approach to empower our procurement team in identifying and addressing forced labor within our supply chain. Recognizing the critical role they play in safeguarding against exploitation, we have committed to ensuring that 100% of our procurement teams, along with their managing directors, complete a training program designed to equip them with the necessary knowledge and skills.

These initiatives encompass understanding the signs of forced labor, conducting thorough supplier due diligence, and fostering partnerships with ethically responsible suppliers. By investing in the education and development of our procurement team, we aim to fortify our defenses against forced labor and uphold the principles of human rights across our operations. We are proud to announce that since finalizing this target in March 2024, we were able to execute on and meet our 100% target in May 2024.





AREAS OF FOCUS

BUSINESS MODEL & INNOVATION

Product Lifecycle, Supply
Chain, Broader Impacts



Product Lifecycle

Aligned with SDGs
(Sustainable Development Goals)



FSC® or SFI Certified
Paperboard

100%

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

Target = maintain 100%

Recyclable or Recycled
Plastic

91%

Of plastic (by spend) used in our
packaging products is recyclable
or contains recycled content (PCR)

Highlights

- Continued Improvement in Recyclability of Pharmacy Packaging**

In 2023, Canada Pharmacy made significant strides in sustainability, particularly through the distribution of environmentally friendly packaging materials in the Canadian pharmacy marketplace. Our transition from PVC to BIO-PET blisters, PET bottles to RPET bottles, and increasing recycled content in paperboard components, exemplifies our commitment to reducing environmental impact.

For BIO-PET blisters, approximately 5.6 million units were sold in 2023, constituting 17.8% of our blister sales in Canada. Over the next 12 months, we anticipate transitioning the remaining blisters to Jones BIO-PET blisters.

Regarding RPET bottles, 2.8 million units were sold in 2023, representing 58.3% of our bottle sales in Canada. We aim to increase this percentage to 75% within the next 12 months.

Additionally, in Q4 of 2023, Canada Pharmacy introduced Remagine board (30% PCR) for Medication Adherence cards. Sales reached approximately 7.7 million cards in 2023, accounting for 17.6% of our card sales in Canada. We project this percentage to rise to nearly 75% within the next year, demonstrating our continued dedication to sustainable practices.



The FlexRx One, designed for automation, is the first and only unit-dose solution available with environmentally friendly Bio-PET construction. Learn more at: <https://joneshealthcaregroup.com/news/jones-healthcare-launches-sustainable-flexrx-one-blister-pack-designed-for-automation/>

- Commitment to 100% Certified Responsibly Sourced Paperboard**

At Jones Healthcare Group we source all of our paperboard materials from certified Forest Stewardship Council® (FSC®) or Sustainable Forestry Initiative® (SFI) sources. This commitment aligns with our goal of responsible consumption, supporting responsible forestry practices to maintain paper fibre as a renewable resource, and proactively meets growing demand from our customer base for responsibly sourced, certified paperboard packaging.

- Closed-Loop PET Blister Manufacturing at UK Facility**

Utilizing a closed-loop blister manufacturing process, all waste PET film produced during manufacturing at our Medi-Clear facility in the UK is recycled, reducing their environmental footprint and minimizing waste. This approach is in line with our commitment to environmental sustainability and responsible consumption and production.

- Continued Investment to Improve Efficiency and Solve the Complex Needs of Healthcare Packaging**

Packaging the future of healthcare is more than just our tagline. At Jones we're always looking to bring better packaging solutions to the healthcare industry. We've invested over \$30 million upgrading our manufacturing equipment since 2020, with a focus on production efficiency, cost reduction and capabilities that solve the complex needs of healthcare packaging. For the latest updates, visit: <https://joneshealthcaregroup.com/news-events/>



Product Lifecycle

• **Developing Sustainable Medication Adherence Packaging: from BioPET to Full Recyclability**

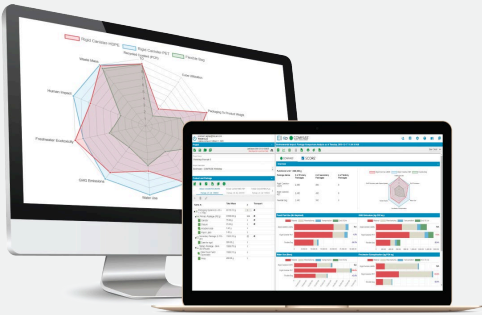
Since beginning our transition from PVC to BioPET for our Medication Adherence packaging in 2022, our commitment to sustainability has only grown stronger. More blister packaging, like Autofill and Trifold, has shifted to BioPET. In addition, eliminating foil from our unit dose packaging, especially with FlexRx One, has bolstered sustainability.

2023 signified another big step in our journey to create the world's most sustainable medication adherence packaging. Qube Pro underwent significant product development to achieve full recyclability. Extensive research into North American recyclability standards informed the integration of features such as a tear-off cover, facilitating easy separation of paper and BioPET components. Furthermore, our adhesive formulations now align seamlessly with the BioPET recycling process.

Our dedication to sustainability has garnered recognition. We're proud to announce that our efforts have earned How2Recycle prequalification status for recyclability in both Canada and the USA. This achievement highlights our ongoing commitment to promoting a circular economy and reducing environmental impact. We are excited to bring our fully recyclable Medication Adherence Manager to the market in the near future.

• **Rapid Packaging Lifecycle Assessment (LCA) for Sustainable 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.



Jones Healthcare Group's Qube Pro Wins Two Prestigious PAC Global Awards

Our groundbreaking product, the QUBE Pro Medication Adherence Manager, recently secured two prestigious awards in the categories of Brand Revitalization and Digital Print at the PAC Global Leadership Awards in Packaging Innovation; marking a significant achievement in sustainable packaging innovation.

At the heart of QUBE Pro's success lies its profound commitment to environmental stewardship. By employing eco-friendly materials and adopting sustainable production practices, QUBE Pro not only reduces carbon footprint but also minimizes waste generation throughout its lifecycle.

Overall, the Qube Pro with full paper cover and seal combination along with a Bio-PET blister results in the following environmental benefits when compared to a standard PVC tri-fold blister pack: 21% reduction in fossil fuel usage; 41% reduction in greenhouse gas emissions; 1/3 reduction in cover/seal material; 12% more bio-renewable content; and no aluminum foil use

From: <https://joneshealthcaregroup.com/news/qube-pro-takes-double-win-at-pac-global-awards/>

Supply Chain

Aligned with SDGs
(Sustainable Development Goals)



Key Suppliers Evaluated for Sustainability

94%*

* 2022 figures shown, see below: "Key Supplier Assessment..."

CAPEX Evaluated for Sustainability

100%

of capital expenditure reviews with sustainability evaluations

Target = 100%

Highlights

100% of Capital Expenditures (CAPEX) Evaluated for Sustainability

To ensure sustainable development, in 2022 we introduced sustainability criteria during capital expenditure (CAPEX) reviews. Major CAPEX was 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)

We are proud to announce that as of 2023, we have met our target to include sustainability criteria in 100% of our CAPEX reviews.

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.



Key Supplier Assessment Processes Under Development to Address Modern Slavery Act Requirements

As we prepare for the forthcoming mandates outlined in Canada (Bill S211) and the UK's modern slavery acts, we are leveraging this opportunity to deepen the integration of sustainability within our supply chains.

Anchored by our newly crafted Sustainable Procurement Policy, we are set to enact stricter standards for evaluating our suppliers' sustainability performance, integrate additional sustainability criteria into our assessment methodologies, and establish fresh benchmarks in sustainable procurement.

A significant stride has already been made as we've achieved our target to have 100% of our procurement teams, along with their managing directors, complete a training program designed to equip them with the necessary knowledge and skills to identify and address forced labour in our supply chains..

Our existing "Key Supplier Evaluation" Target, will be put on hold, as we reestablish our methodologies coming out of this training program.

Please refer to the next page for our recently introduced Sustainable Procurement Policy, which outlines our goals, commitments, and targets as we look to the future of our sustainable supply chain.

Supply Chain

As we prepare for the forthcoming mandates outlined in Canada (Bill S211) and the UK's modern slavery acts, we are leveraging this opportunity to deepen the integration of sustainability within our supply chains. Our first step was to update our Sustainable Procurement Policy (shown, right).



SUSTAINABLE PROCUREMENT 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, requires that our procurement practices identify risk and minimize negative impacts in the following areas:

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

This policy applies to anyone at JHG who is involved in procurement activities. The purpose of this policy is to:

- Align our procurement practices with the values and commitments described in our Sustainability Policy;
- Enforce standards that our suppliers must adhere to;
- Enforce standards that our internal operations must adhere to;
- Strengthen the immediate and long-term resilience of our supply chain;
- Improve transparency and help us collectively achieve our expectations and the expectations of our customers and their consumers

Through this procurement policy, we are committed to:

- Complying with the laws and regulations of the countries in which we operate—including but not limited to: environmental regulations; local employment regulations; local and internationally recognized ethical practices and human rights principles; and internationally recognized codes of good labour practice, such as International Labor Organization (ILO) standards prohibiting slavery, child labour, and forced labor across the supply chain;
- Supporting high environmental, social, and ethical standards and promoting sustainable practices;
- Supporting customer requests for sustainability evaluations by ensuring timely, accurate and transparent reporting of required information;

- Supporting customer goals for improving the sustainability of their value chain, products, and product packaging;
- Each business unit establishing a list of strategic suppliers, to be reviewed annually, who provides services or goods that totals at minimum, 90% of supplier spend for that business unit;
- Each business unit establishing formal criteria for assessing sustainability performance of their suppliers, which includes at minimum, assessment of: environmental impact, health and safety, ethical business practices, and the elimination of all forms of forced labour and child labour;
- Prioritizing suppliers who have implemented sustainable practices both within their own operations and within the operations of their supply chains;
- Identifying risks in our supply chain and managing them;
- Communicating this policy to our stakeholders, both internal and external, and raising awareness among our suppliers;
- Regular verification of adherence to this policy and striving for continuous improvement

Our commitments in this area are:

- 100% of paperboard purchased is certified to come from responsibly managed forests (e.g. FSC® and SFI);
- 100% of strategic suppliers must be assessed against the formal criteria for sustainability performance by the end of 2025;
- 100% of strategic suppliers must endorse and sign JHG's Supplier Code of Conduct by 2025;
- 100% of all suppliers establishing and conducting business cooperation with us must endorse and sign JHG's Supplier Code of Conduct from 2025 onwards;
- 100% of JHG colleagues involved in procurement activities must be trained on identification of forced labour, modern slavery and trafficking by 2025

This Sustainable Procurement policy is supported by our shareholders and senior leadership team. Our senior leadership commits to the provision of resources and authority required to make improvements in the areas above and to meet the commitments of this policy. This policy and other internal guidance will be regularly reviewed and updated as required.

Ron Harris
President & CEO



Broader Impacts

 Aligned with SDGs
(Sustainable Development Goals)



Revenue from
Healthcare

79%

of revenue supporting
the healthcare industry

Years in Business

140

Supporting the healthcare
industry since 1882

Highlights

- YouAreUNLTD and Jones Healthcare Group Collaborate to Promote Medication Adherence and Mental Health**

In partnership with YouAreUNLTD, a leading voice in healthy aging, we launched a new video and content platform, Mind Your Meds. Together, we are on a mission to raise awareness around the value of medication adherence to empower individuals to take charge of their health.

The debut series, titled "The Empowered Caregiver," features pharmacy professionals sharing real-life experiences and expertise. Our speakers shed light on the significant benefits of medication adherence packaging, including supporting mental health, underserved communities, and medication management at any age.

Learn more at:

<https://joneshealthcaregroup.com/news/mind-your-meds-news/>

- Jones Healthcare Group Sponsors Pharmacy Workforce Wellness Initiative**

We're delighted to announce our sponsorship of the Canadian Pharmacists Association (CPhA) Pharmacy Workforce Wellness Initiative, the first national campaign aimed at promoting mental health and resilience within the pharmacy profession in Canada.

As the national voice and advocate for pharmacists, the CPhA launched this initiative to address the declining well-being of pharmacy professionals post-pandemic by researching core causes of stress and burnout and identifying evidence-based solutions to help improve morale.

"As close partners to pharmacy teams for over 100 years, we are strong advocates and proud supporters of CPhA's important work to prioritize wellbeing, while seeking to secure a strong future for the field" says Steve MacNeill, SVP, Pharmacy Market – Canada for Jones Healthcare.

Learn more at:

<https://joneshealthcaregroup.com/news/jones-sponsors-pharmacy-workforce-wellness-initiative/>

- Over a Century Supporting Health & 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.

- Recent Innovations & Awards**

Our dedication to innovation has led to a history of "market firsts" and awards.

Learn more about our awards at:

<https://joneshealthcaregroup.com/about-us/awards/>



Broader Impacts

Industry Associations



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



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



California Pharmacists Association (CPhA)
<https://cpha.com>



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



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



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



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



Flexo Label Advantage Group (FLAG)
<https://flexolabeladvantagegroup.com/>



Global Self-Care Federation (GSCF)
<https://selfcarefederation.org/>



Independent Carton Group (ICG)
<https://independentcartongroup.com>



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



International Packaging Group (IPG)
<https://ipgassociation.com>



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



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



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



Sustainable Packaging Coalition (SPC)
<https://sustainablepackaging.org/>



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



Tag & Label Manufacturers Institute (TLMI)
<https://www.tlmi.com/>

• Jones Healthcare Group Signs Charter for Environmentally Sustainable Self-Care

We're proud to announce our membership to the Global Self-Care Federation (GSCF)'s Charter for Environmentally Sustainable Self-Care, as nominated by Food, Health & Consumer Products of Canada.

As the first industry-wide climate action resolution from the consumer health sector, the Charter promotes best practices and advises on regulatory standards, with an aim to minimize environmental impacts without compromising health outcomes, product safety and access to consumers.

"As a member of the GSCF Charter, we commit to advancing the circular economy, promoting safe medicine disposal, and mitigating carbon emissions," explains Chris Jones Harris, Principal, Corporate Development. "These focus areas closely align with our ongoing commitments to sustainable development, both through environmental responsibility and promoting self-care principles in partnership with our clients. We are honoured to join this global effort to continuously improve and make a positive impact."

• Jones Healthcare Group Joins Steering Committee for Sustainable Packaging Coalition's Chemical Recycling Collaborative

We are proud to announce that Andrew Wong, our Senior Manager of Corporate Sustainability, has joined the steering committee for the Sustainable Packaging Coalition's Chemical Recycling Collaborative. This appointment underscores our commitment to advancing sustainable packaging solutions and driving innovation in the realm of recycling.

"Unlike conventional recycling methods, chemical recycling offers a transformative solution for complex healthcare packaging materials, breaking them down at a molecular level. This process not only reduces waste but also yields cleaner recycled plastics, ready to be repurposed into new products. This collaborative's aim to demonstrate a cross value-chain chemical recycling program in Houston—including establishing collection points, identifying logistics partners, sorting needs, and processors, as well as leveraging existing and new markets to divert medical waste from landfills or incineration to recycling—will provide key learnings that will help pave the way for a greener future in healthcare packaging."



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

- Fanshawe College Foundation
- Kids Help Phone
- Cancer society
- London Abused Women
- Make a Wish Foundation
- Heart & Stroke Foundation
- Humane Society Donation
- Canadian Cancer
- Parkinson Society
- Fanshawe Pharmacy Program
- Threads of life

Our giving program also includes employee-driven fundraising activities, such as the CIBC Run for the Cure fundraising charity event (where we won "Top Fundraising Team" out of all groups registered), 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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