



Sustainability Report

Progress through 2024 and beyond

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Introduction

Jones Healthcare Group is a global provider of advanced packaging and medication dispensing solutions. For over a century, our pioneering spirit, healthcare expertise and strong partnerships have empowered us to anticipate evolving market needs—delivering insights and opportunities that put wellness first.

Sustainability is central to how we create long-term value. From our origins in apothecary packaging to today’s integrated solutions, we’ve remained focused on protecting health, enabling informed decisions, and reducing environmental impact. We embed sustainability into our operations through responsible sourcing, safe and inclusive workplaces, and robust environmental and governance practices—while partnering with suppliers who share our values.

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 is a fourth-generation, family-owned company with a deep-rooted history in health and wellness, beginning with apothecary packaging to support safe medication delivery. Across generations, we’ve remained focused on enabling longer, healthier lives—developing packaging that protects product integrity, improves usability, and supports informed health decisions.

Today, we are a trusted partner to global pharmaceutical, wellness and nutrition brands, national and independent pharmacy chains, hospitals, and long-term care providers. Our integrated solutions span graphic and structural design, print, conversion and filling for folding cartons, pressure-sensitive labels, bottles, blisters, pouches and convenience vials. We also offer medication adherence and dispensing solutions and connected packaging that support medication safety, regulatory compliance and patient care across complex healthcare settings.

Our commitment to sustainability is embedded across our operations—from responsible sourcing and energy-efficient manufacturing to innovations that reduce packaging waste and improve access to essential medications. As market needs evolve, we continue to invest in solutions that support health outcomes and environmental responsibility.

Learn more at joneshealthcaregroup.com.



Governance

Corporate Responsibility

Responsibility for sustainability at Jones Healthcare Group begins with our President & CEO and Principal, Corporate Development, who are accountable for aligning shareholder expectations with business strategy. As business leaders and shareholders, they provide direct oversight of our sustainability commitments.

Sustainability leadership is managed by a dedicated team of experts who report directly to the President & CEO and Principal, Corporate Development. This team is responsible for sustainability strategy, external assessments, and performance reporting.

Delivery of sustainability initiatives is embedded throughout the organization. Business unit and central function leaders are accountable for implementing projects aligned with our three core commitments: greenhouse gas (GHG) reduction, circular design, and social responsibility.

Oversight of human rights and broader social policy elements falls under the leadership of the Senior Vice President, Human Resources.

Our corporate sustainability policy is reviewed annually by the Senior Leadership Team and formally approved by the President & CEO.

Corporate Disclosure

Jones participates in leading supply chain sustainability assessments to ensure transparency and accountability in our practices. We disclose our environmental and social performance through:

EcoVadis, which evaluates companies across key sustainability criteria including environment, labour and human rights, ethics, and sustainable procurement.

Carbon Disclosure Project (CDP), which assesses climate-related impacts, risk management, and emissions reduction strategies.

These annual disclosures provide our customers with consistent, comparable insights into our sustainability performance based on international standards.



Shareholders

President & CEO
Ron Harris

Principal, Corporate Development
Christine Jones Harris

Senior Leadership Team

SVP, Human Resources
Amy Thomson

SVP, Pharmacy Market, Canada
Steve MacNeill

SVP, Global Medication Adherence
Trevor Noye

SVP, Cartons & Labels
Andy Morris

Chief Financial Officer
Ryan Jenner





CORPORATE SUSTAINABILITY

Our Progress, Materiality, Targets



From the CEO: Our Progress

As Jones Healthcare Group continues its second century in business, our purpose remains the same: advancing health and wellness through innovative packaging solutions. At the same time, our responsibility has grown—to operate sustainably, support global well-being, and create long-term value for our customers, communities, and the environment.

In 2024, we continued to build on the foundation of our sustainability strategy, aligning our efforts with the United Nations Sustainable Development Goals and the material topics most important to our stakeholders. Across all pillars—environment, social responsibility, and business ethics and innovation—we made tangible progress.

Environmental Leadership

In 2024, we achieved a 9.5% reduction in absolute GHG emissions compared to 2023. Since our 2020 baseline, we've reduced emissions intensity by 31%, even as production demands increased. Facility upgrades in London, Ontario (high-efficiency rooftop HVAC with smart controls) and Brampton, Ontario (full LED lighting conversion and occupancy sensors) are already driving measurable improvements.

Circular Packaging Innovation

Our pharmacy packaging teams made major strides toward sustainable material adoption in 2024:

- 15.1 million Bio-PET blisters for medication adherence packaging sold, which is 43.3% of our overall blister component distribution in Canada
- 2.9 million rPET bottles sold, reaching 60.4% adoption
- 27.8 million medication adherence cards produced with ReImagine™ board (30% PCR) sold, now 89.8% of card production

In spring 2025, we also began pilot testing Qube™ Eco, the first fully recyclable adherence packaging format, following its development in 2024. And we were honoured to receive a PAC Global Award of Distinction for our FlexRx™ One adherence pack in the Carbon Reduction category—recognized for its circular design and reduced environmental impact.

Supporting Our People and Communities

We launched our Community Connection Website in early 2024 to support newcomer colleagues transitioning to life in London or Brampton, and continued to offer free on-site flu shots and a new Healthcare Spending Account (HCSA) to support extended health needs.

Our leadership training program remains ongoing into 2025, reinforcing inclusive, values-driven management practices across the organization.

And we continued to give back to our communities, contributing to organizations such as the London Regional Children's Museum, Kids Help Phone, Wellspring, Humane Society London & Middlesex, Fanshawe College Foundation, and more.

Ethics and Responsible Sourcing

In 2024, we achieved 100% completion of forced labour training for our procurement teams and their managing directors. We also began rolling out our supplier sustainability evaluation, including a comprehensive questionnaire covering human rights, labour, health & safety, and climate.

We now require all new suppliers to sign our Supplier Code of Conduct, and have started distributing it across our existing supplier network—another step forward in ensuring ethical and sustainable practices throughout our supply chain.

With 141 years in business and 81% of our revenue tied to healthcare, our focus remains clear: building a more sustainable future for the people and industries we serve. I am proud of the progress we've made in 2024—and more importantly, of the people behind it. Together, we are advancing wellness and sustainability through every package we deliver.



Ron Harris
President & CEO



Materiality

We focus sustainability efforts on the areas where we can make the greatest impact as a provider of advanced packaging and medication dispensing solutions.

These material topics inform and guide our sustainability strategy—ensuring we address the needs of key stakeholders while building long-term organizational resilience.

Our materiality assessment was guided by the SASB Materiality Map for the Containers & Packaging sector. This framework was further refined through stakeholder engagement and insights from our participation in EcoVadis and the Carbon Disclosure Project (CDP). The result is a focused set of priorities that reflect both industry standards and the real-world expectations of those we serve.

STAKEHOLDER PERSPECTIVES

We engage a broad range of stakeholders to better understand sustainability risks, opportunities, and evolving expectations across our value chain:

Industry

We use the SASB framework as a foundation for identifying sector-relevant sustainability topics, supplemented by industry benchmarking and supply chain disclosures (EcoVadis, CDP).

Regulatory Bodies

We actively track existing and emerging regulations that affect our operations and stakeholders to ensure compliance and readiness for future policy developments.

Customers

Through direct interviews and market research, we assess customer sustainability priorities and identify where we can add the most value in supporting their goals and targets.

Suppliers, Vendors & Partners

We evaluate supply chain risks and trends—focusing on how supplier innovation and sustainability practices influence our sourcing strategy and product development.

Consumers & Communities

As a health, wellness and nutrition packaging company, we consider how our solutions support consumer and patient well-being, improve access to care, and strengthen healthcare system outcomes.

Corporate Leadership

We integrate sustainability into our corporate vision and long-term planning, recognizing its role in driving innovation, managing risk, and delivering enterprise-wide value.

Colleagues

We consider the evolving economic and social needs of current and future team members, ensuring our workplace practices support retention, engagement and inclusion.

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", p11) Climate risk , GHG emissions, energy management	Diversity (see "Diversity", p15) Equity, inclusion, belonging, awareness	Product Lifecycle (see "Product...", p20) Packaging circularity, packaging footprint
Water (see "Water", p12) Water risk, water management	Health & Safety (see "Health & Safety", p16) Customer, colleague, and consumer well-being	Supply Chain (see "Supply Chain", p22) Supply chain resilience, supply chain optimization, capital assets
Waste (see "Waste", p13) Waste management, recycling and recovery	Labour Practices (see "Labour Practices", p17) Training, development, working conditions	Broader Impacts (see "Broader...", p24) Value chain, industry, community
	Business Ethics (see "Business Ethics", p18) Accountability, conflict of interest	

Targets

ENVIRONMENT



GHG
EMISSIONS

TARGET (SBTI 2° SCENARIO)

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

PROGRESS (SINCE 2020)

+2.8% tCO₂e, -31% \$/tCO₂e

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



WATER
RISK

TARGET (Measured since 2021)

100% Sites Assessed
for Water Risk (annual requirement)

PROGRESS

Target met (since 2021)

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



WASTE

TARGET (Measured since 2022)

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

PROGRESS

2024: 91.3% diverted from landfills

[Learn more: see "Waste", p13](#)

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", p15](#)



HEALTH &
SAFETY

TARGET (Measured Since 2022)

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

PROGRESS

2024: MAF = 2.95, LTF = 0.27

[Learn more: see "Health & Safety", p16](#)



ETHICS

TARGET (Established 2023, met in first year)

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

PROGRESS

Target met (since 2023)

[Learn more: see "Business Ethics", p18](#)

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", p20](#)



SUPPLIER
EVALUATION

TARGET (In Progress)

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

[Learn more: see "Supply Chain", p22](#)



CAPEX

TARGET (Measured since 2022)

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

PROGRESS

Target met (since 2023)

[Learn more: see "Supply Chain", p22](#)





AREAS OF FOCUS

ENVIRONMENT

Climate, Water, Waste



Climate

Aligned with SDGs
(Sustainable Development Goals)



GHG: 2024 vs. 2020 baseline

+2.8% **-31%**
TCO₂e (absolute) \$/CO₂e (intensity)

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

Renewable Energy

28%

% of energy used from
renewable sources

Advancing Emissions Reduction Through Operational Efficiency and Renewable Energy

We are committed to aligning with the Science Based Targets initiative (SBTi) 2°C scenario, with a goal to reduce GHG emissions by 25% by 2030. Since our 2020 baseline year, we’ve seen a 2.8% increase in absolute emissions (tCO₂e) due to rapid production growth—but during that same period, we’ve achieved a 31% reduction in emissions intensity (tCO₂e per revenue dollar). In 2024 alone, we reduced our absolute emissions by 9.5% compared to 2023—a significant milestone as we continue embedding efficiency across our operations.

2024 Energy Efficiency Improvements

Building on the strong foundation laid in 2023, our teams implemented targeted upgrades to improve energy performance across key facilities:

- London, Ontario**
Installed a new high-efficiency rooftop HVAC unit with smart controls and a variable frequency drive. This upgrade was part of our ongoing work to achieve ISO 50001 alignment and further reduce energy consumption at our largest site.
- Brampton, Ontario**
Completed a full conversion of plant and office overhead lighting from fluorescent and incandescent to LED, reducing both energy use and heat output. Smart occupancy sensors were also installed in front offices to eliminate unnecessary lighting.

These actions complement previous improvements, including an energy and air leak audit and the installation of energy meters that now support better tracking of Significant Energy Users across the business.

Renewable Energy Use

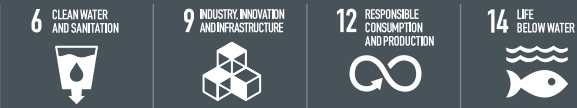
- 28% of our electricity across all operations came from renewable sources in 2024.
- In Ontario, this includes the growing share of renewables in the provincial grid, further supported by internal energy efficiency efforts to reduce natural gas reliance.
- At our Medi-Clear facility in Hull, UK, 100% of electricity use is zero-carbon, powered by on-site solar and emissions-free supply through British Gas.

Sustainable Capital Planning

All capital expenditures are evaluated with GHG emissions and energy efficiency criteria as part of our procurement and planning process—ensuring sustainable development is embedded at the investment level (see ["Supply Chain", p22](#)).

Water

Aligned with SDGs
(Sustainable Development Goals)



Water Risk Assessment

100%

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

Water Intensity

0.04m³

Water usage (m³) per
\$1,000 revenue

Water Fines & Detrimental Impacts

\$0

Fines and detrimental
impacts related to water

Assessing Risk and Promoting Responsible Water Use Across Operations



While we operate facilities with relatively low water intensity, we recognize that water-related risks are dynamic and evolving under the impacts of climate change. As part of our commitment to sustainable operations, we assess and manage water risk across all sites and consider water efficiency in capital planning.

Water in Capital Planning

All capital expenditures (CAPEX) are evaluated with water usage considerations, ensuring that efficiency, risk, and conservation are embedded in long-term investment decisions (see "Broader Impacts", p24).

Facility-Level Water Risk Assessment

Since 2022, we have conducted annual water risk assessments for all sites. Currently, all of our facilities fall within low to medium-high overall water risk categories. While no sites face acute water risk at this time, we continue to monitor key factors that could shift exposure levels.

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

Key Water Risk Areas Identified:

1. Water Stress

Our production processes are low in water intensity, mitigating direct risk across all sites. Canadian operations benefit from proximity to the Great Lakes, though growing regional demand remains a consideration for long-term resilience.

2. Flood

No facilities include underground structures or flood-prone assets. Canadian sites are elevated ~20 metres above nearby flood zones, further reducing physical risk.

3. Coastal Eutrophication

We minimize potential impacts through strict policies for hazardous material handling and disposal, ensuring compliance with environmental best practices.

Mitigating Impact of Water Risks

Water risk scenarios are now part of the Senior Leadership Team's business continuity planning. We also maintain a long-established direct-ship process from Canada to mitigate water-related risk exposure for our Venalink operations in Spain, where water scarcity may become a greater concern.

Waste

Aligned with SDGs
(Sustainable Development Goals)



Waste Diversion Rate

91.3%

non-hazardous waste diverted from landfills

Target = 100% diversion rate by 2030

Driving Waste Diversion and Local Recycling Through Smarter Systems

Facility Initiatives & Highlights

- London, Ontario**
Continued rollout of standardized waste audits and procedures helped drive waste diversion efforts. The waste team is working toward more consistent, measurable outcomes to inform long-term waste reduction targets.
- Brampton, Ontario**
Updated our corrugate recycling program to reduce carbon emissions and ensure 100% of cardboard is recycled and reused locally, supporting a closed-loop model.
- Venalink Spain (Barcelona)**
Contributes to SIGRE, Spain's national system for the recovery and environmentally responsible disposal of post-consumer pharmaceutical packaging. This voluntary initiative helps fund proper collection and processing across the pharmacy sector.

- Medi-Clear (Hull, UK)**
Achieved 100% diversion from landfill since 2020, with all waste sent to recycling or recovery streams.

Ongoing Waste Management Practices

- All facilities are governed by documented policies and procedures addressing waste management.
- Recycled/recovered materials include paper, cardboard, plastic, pallets, toners, ink cartridges, and more.
- Hazardous waste is managed in full compliance with local regulations.
- We continue to partner with select suppliers to offer customers recycling services for packaging components, such as label liner recycling and CHEP pallet reuse.

Sustainable Capital Planning

Waste management criteria are considered during CAPEX evaluations to ensure long-term alignment with sustainability goals (see 9).

Reducing Raw Material Waste

We continue to take a proactive, data-driven approach to waste reduction. At our London facility, regular audits and updated procedures are improving efficiency across single-use and production waste streams.

We have launched a Material Waste Reduction Project Portfolio focused on:

- Standardizing overs/unders based on order size, saving nearly 430,000 sheets in four months.
- Reducing make-ready and changeover waste by reviewing overages every six weeks and minimizing machine restarts
- Optimizing CAD layouts to increase die-cutting efficiency and reduce sheet waste

We also enhanced white paper recycling, with material now sent directly to pulp and paper mills in Quebec and the U.S. Northeast.



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

1:1.34

Ratio of female:male
team members

Linguistic Diversity

34

Languages & dialects
spoken by colleagues



Building an Inclusive Workplace Where Every Colleague Can Thrive

Jones Healthcare Group is committed to fostering an inclusive, respectful and equitable workplace. As our workforce continues to grow and diversify, we focus on providing the tools, training and support needed for all colleagues to thrive—regardless of background, language, or country of origin.

Mandatory Diversity & Inclusion Training

All colleagues are required to complete training on key workplace topics including diversity and inclusion, mental health, accessibility, bullying, violence, harassment, and substance abuse.

Onsite ESL Courses

In partnership with WILL Employment Solutions and the Thames Valley District School Board, we provided free English as a Second Language (ESL) courses and assessments to colleagues and their family members in London, Ontario.

Robust HR Policy Framework

Our Human Resources policy is reviewed and signed by all colleagues annually. Diversity-related provisions include:

- Inclusive recruitment practices
- Anti-discrimination and anti-harassment training
- Workplace integration for colleagues with disabilities
- Measures to support wage equity
- Whistleblower protection and remediation processes

Community Connection Website

Launched in January 2024, our Community Connection Website provides essential relocation and settlement resources for new colleagues joining us in London and Brampton. As our team continues to grow and welcome individuals from around the world, this platform helps ease the transition by offering one-stop access to practical information on housing, healthcare, schools, transportation, local services, and community programs.

Designed to support both new hires and their families, the site reflects our ongoing commitment to inclusion and well-being—ensuring colleagues feel welcomed and equipped from day one.

Explore the site: joneshealthcaregroup.tawk.help

Health & Safety

Aligned with SDGs
(Sustainable Development Goals)



Medical Aid Frequency

2.95

of medical aid incidents
/ 100 employees

Target: MAF = 0, annual

Lost-Time Frequency

0.27

lost time incidents
/ 100 employees

Target: LTI = 0, annual

Prioritizing Safety, Prevention and Well-Being Across All Operations

We are committed to providing a safe, healthy, and supportive workplace for all colleagues. Through a combination of policies, training, wellness programs, and performance metrics, we strive to achieve zero harm in the workplace while supporting the overall well-being of our teams.

Corporate Alignment on H&S Metrics

We continue to monitor Medical Aid Frequency (MAF) and Lost-Time Frequency (LTF) across all sites as core indicators of workplace safety. Aligning these metrics organization-wide enables targeted action, proactive risk management, and consistent progress toward our goal of zero workplace harm.

Customer & Consumer Safety

As a supplier of health, wellness and nutrition packaging, we maintain strict adherence to applicable regulations, standards and certifications to ensure product safety. This includes protocols to prevent contaminants, allergens, and other hazards.

Learn more: <https://joneshealthcaregroup.com/quality-certifications/>

Health & Wellness Initiatives

- On-Site Flu Clinics
In partnership with Occu-Med, we provided free flu shots for colleagues in London and Brampton during the 2024 flu season.

- Healthcare Spending Account (HCSA)
Introduced in 2024, our new HCSA provides flexible financial support for healthcare costs not fully covered by our benefits plan—such as orthodontics, fertility procedures, and additional physiotherapy or prescription costs.
- Ongoing Wellness Support
 - Ergonomic assessments (London)
 - Home fitness programs via LifeWorks
 - Mental and physical health resources
 - Telehealth services through Consult+ and Teladoc
 - Bi-monthly wellness bulletins (since 2020)

Occupational Health & Safety Practices

All business units are covered by comprehensive H&S policies and procedures, including:

- Occupational health and safety management systems
- Hazard identification, risk assessment and incident investigation
- Regular inspections and audits
- Worker consultation and participation
- Health and safety training for relevant roles
- Mitigation of risks tied to business relationships
- Safe handling of hazardous materials and waste

Labour Practices

Aligned with SDGs
(Sustainable Development Goals)



Colleague Tenure



41% of colleagues have 5+ years of service

Fostering Fair, Flexible and Supportive Work Environments

We are committed to creating a fair, supportive, and engaging workplace environment. From flexible policies that promote work-life balance to structured development programs that empower leaders, we ensure our practices align with the evolving needs of our workforce.

Supporting Work-Life Balance

We prioritize work-life balance as part of our commitment to colleague well-being. Key initiatives include:

- **Company Floater Holiday:** One additional paid day off per year for all colleagues.
- **Flexible Hours:** Office-based colleagues are encouraged to take time in lieu when working extra hours to help maintain balance.
- **Paid Emergency Leave:** Permanent, full-time colleagues receive paid Personal Emergency Leave days to accommodate urgent, unforeseen situations.

Corporate HR Policy & Training

All colleagues are required to review our HR Policy annually. The policy outlines key labour practices and employee rights, including:

- Fair working conditions (wages, hours, and participation in decisions)
- Career management and development
- Transparent recruitment and advancement processes
- Support for atypical working hours and additional leave
- Ergonomics, safety, and healthcare benefits
- Zero tolerance for child or forced labour

Empowering Leadership: Comprehensive Training Program for Organizational Growth

Our Leadership Training Program, launched in 2022, continues to ensure participation across all levels of leadership.

The 10-module program covers core leadership skills such as:

- Coaching and communication
- Managing difficult conversations and progressive discipline
- Motivation, conflict resolution, and decision-making
- Stress management with a focus on wellness

Each participant engages with their HR Business Partner to apply learnings, address challenges, and build actionable leadership strategies.

Business Ethics

 Aligned with SDGs
(Sustainable Development Goals)



Forced Labour Prevention Training

100%

of colleagues involved in
procurement activities

 Target: 100% trained, annual

Upholding Integrity Through Auditing, Policy, and Responsible Procurement

We are committed to maintaining the highest standards of ethical conduct across our global operations. We achieve this through independent financial oversight, robust internal policies, and targeted action to prevent unethical practices in our supply chain.

Independent Annual Financial Audits

Our financial statements are independently audited each year by PricewaterhouseCoopers (PwC) in accordance with recognized auditing standards and ethical requirements. PwC provides reasonable assurance that our financial statements are free from material misstatement, whether due to fraud or error. As part of this process, PwC:

- Assesses risks of material misstatement and performs audit procedures responsive to those risks, including potential fraud such as collusion, forgery, or override of internal controls
- Evaluates internal controls to inform the design of audit procedures

- Reviews the appropriateness of accounting policies and the reasonableness of estimates and disclosures
- Determines whether the use of the going concern basis of accounting is appropriate and evaluates any material uncertainties

Corporate Ethics Policy & Training

All colleagues are required to review and sign off on our HR Policy annually. The policy includes key business ethics topics such as:

- Conflict of interest
- Confidentiality
- Anti-corruption and anti-bribery

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

We are committed to upholding human rights and complying with global legislative requirements, including Canada's Bill S-211 and the UK Modern Slavery Act. In 2024, we implemented targeted training for our entire procurement team and their managing directors to enhance their ability to detect and address forced labour risks.

This comprehensive training covers:

- Identifying signs of forced labour
- Conducting supplier due diligence
- Building relationships with ethically responsible partners

We're proud to report that this training target was fully achieved by May 2024, equipping 100% of relevant colleagues with the tools to protect human rights and promote ethical sourcing.



AREAS OF FOCUS

BUSINESS MODEL & INNOVATION

Product Lifecycle, Supply
Chain, Broader Impacts



Product Lifecycle

Aligned with SDGs
(Sustainable Development Goals)



Circular Design in Action

We continue to improve packaging sustainability across sourcing, design, manufacturing, and end-of-life. In 2024, our teams advanced circular packaging solutions, integrated more recycled content, and expanded the use of responsibly sourced materials.

Sustainable Advances in Pharmacy Packaging

We achieved several significant sustainability milestones for our medication adherence packaging in 2024:

- Bio-PET** - Approximately 15.1 million Bio-PET blisters were distributed in 2024, now representing 43.3% of our blister sales in Canada. This marks a major shift away from PVC, with full conversion expected in 2025.
- rPET Bottles** - We sold 2.9 million rPET bottles in 2024, now accounting for 60.4% of our Canadian bottle volume. We are on track to reach 75% adoption in 2025.
- ReImagine™ Board for Medication Adherence Cards** - In Q4 2023, we launched ReImagine™ Board (containing 30% post-consumer recycled fibre) for use in our medication adherence cards. In 2024, 27.8 million ReImagine cards were sold—representing 89.8% of our Canadian card output.

FSC® or SFI® Certified
Paperboard

100%

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

Target = maintain 100%

Recyclable or Recycled
Plastic

78%

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

- PAC Global Award for Sustainable Package Design** - In 2025, our FlexRx™ One adherence packaging received a PAC Global Award of Distinction in the Carbon Reduction category, recognizing its circular design and environmental performance.

Closed-Loop Blister Manufacturing (UK)

At our Medi-Clear facility in Hull, UK, all PET blister waste from manufacturing is captured and recycled on-site, creating a closed-loop system that significantly reduces waste and supports a circular economy model.

Responsibly Sourced Paperboard

We continue our commitment to sourcing 100% of our paperboard from FSC® or SFI®-certified sources. This supports responsible forestry, renewable fibre use, and rising customer demand for traceable, sustainable materials.

Ongoing Investment in Innovation & Efficiency

Between 2020 and the end of 2024, Jones invested \$37 million in advanced manufacturing technologies to improve efficiency, reduce material waste, and meet the complex packaging needs of regulated health, wellness and nutrition markets. With an additional \$3 to \$4 million in capital investments already planned for 2025, we are on track to exceed \$40 million in total commitments.

For the latest updates, visit: <https://joneshealthcaregroup.com/news-events>



43.5% of our medication adherence blisters sold are made with Bio-PET—an innovative, recyclable material derived from renewable resources

Product Lifecycle

Innovation in Medication Adherence Packaging

From Bio-PET to Full Recyclability

Since beginning our transition from PVC to Bio-PET for adherence packaging in 2022, we’ve continued to advance sustainable design. Additional product formats have adopted Bio-PET. We also eliminated foil in unit-dose packaging formats such as FlexRx™ One, supporting improved recyclability.

In 2024, we completed development of Qube™ Eco, the first fully recyclable adherence pack, entering pilot testing in spring 2025. This pack has received How2Recycle prequalification for recyclability in Canada and the U.S.

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. 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.



Award-Winning Innovation: FlexRx™ One

We are proud to share that our FlexRx™ One medication adherence packaging was recognized with a 2025 PAC Global Award of Distinction for Sustainable Package Design – Carbon Reduction.

The award highlights the circular design of FlexRx™ One, which reduces environmental impact while maintaining the functionality pharmacies rely on. Judges praised the product’s innovation in balancing real-world usability with sustainability. Circular design features include:

- Foil-free unit-dose format
- PVC-free Bio-PET blister
- Adhesives compatible with PET recycling streams
- Optimized material weight and separation for recycling

This design not only supports easier recyclability but also aligns with pharmacy workflows and patient adherence needs—demonstrating that sustainability and performance can go hand-in-hand in regulated packaging.

From: <https://joneshealthcaregroup.com/news/jones-healthcare-group-earns-top-honour-for-packaging-innovation-at-pac-global-awards/>



Supply Chain

 Aligned with SDGs
(Sustainable Development Goals)



Key Suppliers Evaluated for Sustainability

94%*

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

CAPEX Evaluated for Sustainability

100%

of capital expenditure reviews with sustainability evaluations

 Target = 100%

Embedding Sustainability and Human Rights into Sourcing and Procurement Practices

100% of Capital Expenditures Evaluated for Sustainability

To support sustainable development, in 2022 we introduced sustainability criteria into our capital expenditure (CAPEX) review process. Each major CAPEX investment is evaluated and compared against existing and alternative solutions based on:

- Resource consumption (energy, water, and other inputs)
- Pollution impacts (air, water, waste)
- Vendor sustainability (policies, targets, risk factors)

We are proud to report that 100% of our CAPEX reviews include sustainability evaluation.

Certified Fibre Sourcing

We are a certified purchaser, printer, converter, and distributor of FSC® and SFI® forest fibre products. These certifications support:

- Documented chain of custody for responsibly sourced paperboard
- The option for customers to print FSC® or SFI® logos on packaging
- Consumer confidence in sustainable and ethical sourcing



The mark of responsible forestry



SUSTAINABLE FORESTRY INITIATIVE
SFI-00311

Strengthening Supplier Assessments & Procurement Policy

Under Canada's Bill S-211 and the UK Modern Slavery Act, we continue to strengthen our responsible sourcing practices and supplier evaluation process.

In 2024, we began working with a third-party partner to assess risk and identify opportunities to improve the environmental, social and governance (ESG) performance of our supply chain. This collaboration will guide our approach to responsible sourcing and inform the development of long-term supplier sustainability goals.

Key initiatives include:

- Launching a comprehensive supplier sustainability questionnaire, focused on:
 - Human rights and labour rights
 - Health and safety
 - Climate-related impacts
 - Corporate governance and ESG policies
- Distributing our Supplier Code of Conduct to all key suppliers, with a requirement that all new suppliers sign the Code as a condition of doing business.

Our previous "Key Supplier Evaluation" target remains paused while we implement and validate this improved approach.

See the next page for our Sustainable Procurement Policy, outlining our commitments and future targets in responsible supply chain management.



Supply Chain

Our Sustainable Procurement Policy is 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. Jones 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 Jones 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 our Supplier Code of Conduct by 2025;
- 100% of all suppliers establishing and conducting business cooperation with us must endorse and sign our Supplier Code of Conduct from 2025 onwards;
- 100% of Jones 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 and will be regularly reviewed and updated as required.

A handwritten signature in black ink, appearing to read "Ron Harris".

Ron Harris
President & CEO

Broader Impacts

 Aligned with SDGs
(Sustainable Development Goals)



Highlights

- Jones Healthcare Group Joins United Nations Global Compact**

Jones Healthcare Group is now an official participant in the United Nations Global Compact—the world’s largest corporate sustainability initiative. This marks an important step forward in our commitment to responsible business practices, environmental stewardship and ethical operations across our global supply chain.

The UN Global Compact challenges companies to align their strategies and operations with 10 principles on human rights, labour, environment and anti-corruption. For us, this is a natural extension of how we already do business—and a catalyst to accelerate our work in sustainability, governance and social impact.

Learn more at:
<https://joneshealthcaregroup.com/news/jones-healthcare-group-joins-united-nations-global-compact/>

- Jones Healthcare Group Named to Pharmacy500**

Jones Healthcare Group was named to the 2024 and 2025 Pharmacy500 list by RxInsider, recognizing organizations that have made a measurable impact on dispensing pharmacies across the U.S.

This recognition reflects the continued success of our medication adherence packaging solutions in the U.S., where pharmacies rely on the company’s innovations to improve patient safety, adherence, sustainability and workflow efficiency.

Learn more at:
<https://joneshealthcaregroup.com/news/jones-healthcare-group-named-to-2025-pharmacy500-by-rxinsider-for-second-consecutive-year/>

- 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 take packaging to the next level and exceed customer expectations, with a focus on what matters most – improving 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/>

Revenue from
Healthcare

81%

of revenue supporting
the healthcare industry

Years in Business

141

Supporting the healthcare
industry since 1882

Broader Impacts

Industry Associations



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



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



National Association of Chain Drug Stores (NACDS)
<https://www.nacds.org>



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/>

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:

- London Regional Children's Museum
- Fanshawe College Foundation
- Special Olympics Ontario
- Kids Help Phone
- Big Apple Bash
- Wellspring
- Canadian Cancer Society
- Canada Helps
- Humane Society

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 the CIBC Run for the Cure fundraising charity 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/>

For sustainability related inquiries, contact:

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