

Operations Policy

Document	Operations Policy
Object	Global regulations surrounding the Uriach Operations area
Approver	Risk and Compliance Committee (CRC)

Confidentiality – This document is confidential. Therefore, it should not be distributed outside Grupo J. Uriach, S.L. and other Group companies without the consent of the Board of Directors.

1. Introduction and purpose

The objective of this Operations Policy (hereinafter, the “**Policy**”) is to define, design and disseminate the commitments and principles assumed by the Uriach Operations area.

In this sense, this Policy aims to provide Uriach with a solid framework designed to guide members of the Operations area in making decisions and actions that reflect Uriach's values.

This Policy is complemented by our Code of Ethics and the following protocols, which will develop the principles contained in this document:

- Procurement Protocol
- Quality Protocol
- Pharmacovigilance Protocol

2. Scope of application

Within the scope of application of this Policy, we can distinguish the following:

- a) **Corporate scope** – This Policy is applicable to all companies belonging to Uriach, as well as to subsidiary and investee companies over which Uriach has effective control or holds positions on the administrative bodies.
- b) **Personal scope** – This Policy is applicable to members who are part of the Operations area, without prejudice to their hierarchical situation or that it must be observed by other members of Uriach.
- c) **Relational scope** – The scope of application of this Policy will extend, to the extent possible, to suppliers, clients, subcontracted companies or employees.
- d) **Geographic scope** – This Policy will apply to the activities that the company develops in any geographic area, both local and international.

Any exception to the rules established in this Policy is subject to the explicit approval of the Risk and Compliance Committee (CRC). In the event of any discrepancy or query regarding this Policy, the relevant guidance and assistance must be offered by the Operations department.

3. General principles related to the Operations area

The Operations department plays a critical role in ensuring the efficiency and effectiveness of our processes, supporting the strategic objectives and overall success of Uriach. This Policy outlines the general principles and standards that govern the Operations Department's activities across the entire Group. The document aims to ensure consistency, transparency, and compliance in operations management practices.

3.1. Compliance with legality and ethics

At Uriach, we are committed to complying with all laws, both national and international, that apply to us. This commitment is a demonstration of our strong determination to maintain conduct that is respectful of both regulations and the highest ethical standards, as outlined in our Code of Ethics. This commitment is essential to ensure the development of our activities in an integral, transparent, and responsible manner.

3.2. Product Quality and Safety

The quality and safety of our products are the cornerstone of our business. Therefore, the implementation of rigorous quality management systems that comply with regulations and the highest standards is essential in the Operations area. This ensures the delivery of safe, effective, and top-quality products, demonstrating our commitment to the health and well-being of our consumers.

3.3. Pharmacovigilance

At Uriach, we consider pharmacovigilance as a crucial element of our commitment to consumer safety. In this regard, it is emphasized that Uriach must have

pharmacovigilance systems aligned with current regulations. Additionally, all members of Uriach must collaborate closely with authorities and promote an internal culture of transparency, encouraging the voluntary reporting of adverse events by professionals and consumers.

4. Department overview

The Operations Department is responsible for overseeing Uriach's supply chain and production processes, ensuring operational efficiency, and supporting the achievement of strategic goals.

Key functions within the Operations Department include:

- **Procurement**, aimed at providing a competitive advantage to the company by managing product and vendor sourcing, price negotiations, maintaining a healthy portfolio of suppliers, and developing contingency plans for key products.
- **Supply Planning**, responsible for inventory management, S&OP planning, suppliers management (in coordination with procurement), and logistics.
- **Demand Planning**, responsible for producing, in collaboration with Commercial and Marketing function, a rolling forecast for all categories and products commercialized across all affiliates.
- **Quality**, ensures that all products marketed by Uriach are safe, compliant with regulatory requirements, and maintain the highest standards through rigorous quality assurance and control measures.
- **Manufacturing**, oversees factory operations, including production-related aspects such as the purchasing of raw materials, operation and maintenance of machines, scheduling, and other tasks, while also ensuring economic performance through efficiency and productivity metrics.
- **Project Management**, responsible for project management of both new products and reformulations from feasibility to launch, ensuring that all areas of the company deliver on time for commercialization according to expectations.
- **Naturitas Operations**: responsible for purchasing warehouse operations, customer service and marketplaces ensuring that availability of goods, preparation and shipment of orders in alignment with customer expectations.

5. Review, Approval, and Dissemination of the Policy

The competent body for the approval of this Policy is the CRC.

The CRC, in coordination with the Operations area, shall ensure that the Policy is communicated and disseminated at all levels of Uriach, either through publication, express acceptance, dissemination, training, warning and/or possible warnings for non-compliance with Uriach's regulations.

Likewise, the CRC, together with the Operations area, will periodically review the Policy in order to adapt it to any changes that may be appropriate at any given time.

6. Non-compliance

All members of the Operations area, as well as the rest of the Members of the Organization subject to this Policy, have the obligation to comply with the provisions of this Policy, as well as the obligation to report any breach of its contents through the Compliance Channel. As a consequence, labor disciplinary measures may be imposed as deemed proportional to the risk or damage caused.

The measures adopted from a legal perspective will always be respectful of the applicable regulations, without losing forcefulness or proportionality with the seriousness of the facts from which they arise, informing if appropriate the Legal Representatives of the Workers.

