

2022 Sustainability Report



Introduction

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

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

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

Sustainable Development Goals

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



SUSTAINABILITY POLICY

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

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

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

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

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

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

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

Ron Harris
President & CEO

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

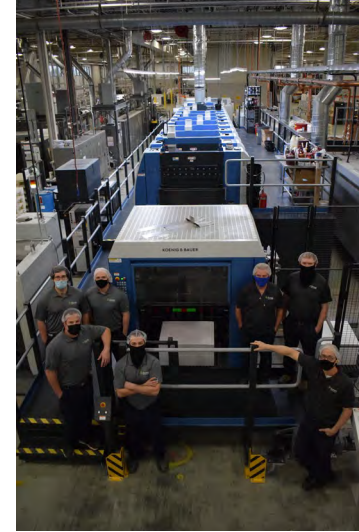
Jones Healthcare Group is a world-class provider of advanced packaging and medication dispensing solutions. For over a century our partnerships, knowledge and expertise across healthcare sectors have uniquely positioned us to respond to evolving market needs with insights and opportunities for our customers.

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

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

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

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



Governance

Corporate Responsibility

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

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

The business unit and central function leadership have oversight and delivery responsibility for sustainability projects related to our three core commitments of GHG (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/>



Senior Leadership Team

President & CEO
Ron Harris

Principal, Corporate Development
Christine Jones Harris

SVP, Finance
Ryan Jenner

SVP, Pharmacy Market, Canada
Steve MacNeill

SVP, Global Medication Adherence
Trevor Noye

SVP, Packaging Services
Marty Quesnel

SVP, HR & Technology Services
Deborah Ward



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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 meets the needs of our stakeholders and enhances the long-term resilience of our organization.

In 2022, we made significant strides in execution of our sustainability strategy. We further integrated sustainability into our decision-making processes and product development, while promoting continued improvement through a new set of measurable sustainability targets.

In the area of environment, we built upon our existing GHG reduction target and established additional targets in water risk assessment and waste management.

After seeing a -6% reduction in absolute GHG emissions in 2021, our emissions in 2022 were 4% higher than our 2020

baseline, due to an unprecedented level of growth and productivity. Intense focus toward efficiency however, enabled us to reduce our emissions intensity by -18%, while growing our business by over 20%. We anticipate continued improvement as each facility matures in execution of their revamped energy management frameworks, driven by our newly ratified energy policies focused on GHG reduction.

Since 2021, we have assessed 100% of facilities for water-related risks and now commit to maintaining this process on an ongoing basis, in recognition of the evolving nature of climate change.

In 2022 we took a deeper look at our waste streams and set our first target in waste. By 2030, we commit to diverting 100% of non-hazardous waste away from landfill. Our newly established target is a formalization of our long standing commitment to waste reduction as we aim to become a zero waste company.

New targets in the area of social capital reflect our long standing commitment to diversity and health & safety.

For the past eight years, we have maintained 1:1 gender wage equality across

comparable roles. By publicly announcing and displaying our adherence to this target, we hope to set a positive example for others to follow.

In health and safety we have aligned all facilities to track Medical Aid Frequency (MAF) and Lost Time Frequency (LTF). Corporate alignment better informs targeted actions towards achieving our goal of zero harm in the workplace.

To further enhance sustainability in our business model and innovation processes, we established new targets in responsible sourcing, supplier evaluation, and capital expenditure.

In 2022 we ensured that 100% of our paperboard purchased was FSC® or SFI certified. We further commit to 100% certified paperboard moving forward, in order to support responsible forestry practices, while proactively meeting growing demand from our customer base for certified paperboard packaging.

To ensure sustainability performance and resilience of our supply chain, we aim to evaluate 100% of our key suppliers by 2030. A shift toward sustainable supply in 2022 enabled us to achieve 94% eval-

uation (increase from 87% in 2021).

In the midst of a \$30 million capital investment plan, aimed at meeting the present and future needs of our customers, we now commit to include sustainability in 100% of capital expenditure reviews. 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 meet the needs of our external and internal stakeholders, while enhancing the long-term resiliency of our organization.

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.

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

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

2021: -6%, 2022: +4%

[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 (Since 2022)

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

PROGRESS

**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 (Business alignment to KPIs in 2022)

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

PROGRESS

2022: MAF = 2.77, LTF = 0.83

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

BUSINESS MODEL



RESPONSIBLE
SOURCING

TARGET (Since 2022)

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

PROGRESS

Target met, ongoing

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



SUPPLIER
EVALUATION

TARGET (Since 2022)

100% Evaluation
by 2030, key suppliers evaluated for sustainability
(% by spend)

PROGRESS

2021: 87%, 2022: 94%

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



CAPEX

TARGET (Since 2022)

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

PROGRESS

2022: 50%

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





AREAS OF FOCUS

ENVIRONMENT

Climate, Water, Waste



Climate

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL BEING



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



15 LIFE ON LAND



GHG: 2022 vs. 2020 baseline

+4% TCO_{2e} (absolute) **-18%** \$/CO_{2e} (intensity)

Target = -25% absolute TCO_{2e} by 2030 (2020 baseline)

Renewable Energy

26%

% of energy used from renewable sources

Highlights

- GHG Reduction Target Update**

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

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.

In 2022, production levels at JHG grew at unprecedented levels, in response to increased customer demand coming out of the pandemic. Although our absolute GHG emissions in 2022 were 4% higher than our 2020 baseline, continued focus on energy and production efficiency resulted in an 18% reduction in GHG revenue intensity, while growing our business by over 20%.

- Corporate Commitment & Action Toward Energy Efficiency**

In the past year, we have been working toward ISO 50001 compliance at our main manufacturing facility in London. Beginning with an energy audit, our London, Canada, energy team has since revamped our energy management system, identified Significant Energy Users, installed energy meters to provide more accurate data, and are currently in the process of prioritizing energy improvement projects identified through this assessment.

We have also updated our corporate wide energy policy, committing to the establishment of energy management frameworks at all facilities, in order to ensure energy efficiency and continuous improvement at all JHG sites as we work toward our 2030 GHG reduction target. Building off learnings from our London, Canada energy team, an energy audit has been planned for our Brampton, Canada facility in this upcoming year.

- 100% Renewable Electricity at UK Facility**

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

- 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 have included GHG emissions and energy efficiency criteria during CAPEX evaluation (see ["Supply Chain", p21](#)).

Water

Aligned with SDGs (Sustainable Development Goals)

6 CLEAN WATER AND SANITATION



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



14 LIFE BELOW WATER



Water Risk Assessment

100%

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

Water Intensity

0.05_{m³}

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.

Overall Water Risk

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

Flood

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

Coastal Eutrophication

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

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

Drought

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

dium exposure to water risks.

Future Water Risk (2030)

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



Water Risk at Jones Healthcare Group Facilities (According to WRI Aqueduct Water Risk Atlas)

Location	Facility Type	Current Overall Water Risk	2030 Water Risk (Pessimistic Scenario)
London, ON, Canada	Head Office & Manufacturing	Low	Low
London, ON Canada	Warehouse	Low	Low
Brampton, ON Canada	Manufacturing	Low	Low
Hull, East Yorkshire, UK	Manufacturing	Low-Medium	Not Available
Deeside, Flintshire, UK	Venalink Sales Office	Low	Low
Barcelona, Spain	Venalink Sales Office	Low-Medium	Extremely High

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 the UK and Spain, with higher water risk exposure, we can direct ship product from our Canadian facilities.

Waste

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Waste Diversion Rate

99.5%

non-hazardous waste diverted from landfills

🎯 Target = 100% diversion rate by 2030

Waste (by Weight)

3,869,108 T

non-hazardous waste to recycling/recovery

18,363 T

non-hazardous waste to landfill

4.16 T + 65 kL

hazardous waste (solid + liquid)

Highlights

- New Zero Waste Target Formalizes Jones Healthcare's Long-Standing Commitment to Waste Reduction**

This year we set our first waste target using information from waste audits to gain insight into our various waste streams. By 2030, we commit to send all non-hazardous waste to recycling or recovery, and ensure that no non-hazardous waste is sent to landfill.

Jones Healthcare has a longstanding dedication to reducing waste, with 99.5% of our non-hazardous waste diverted from landfill in 2022, totaling over 3.8 million metric tons sent to recycling or recovery. At our Medi-Clear facility in Hull, UK, all waste has been diverted from landfill to recycling or recovery since 2020. Our newly established target is a formalization of our commitment to waste reduction as we aim to become a zero waste company.

- 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).





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

1:1.3

Ratio of female:male
team members



Highlights

- **Jones Healthcare Group Formalizes Gender Wage Equality Target**

In recognition of our dedication to gender equality, this year we are including our long-standing commitment to maintain wage equality across comparable roles as an ongoing sustainability target. This target ensures that all employees, regardless of gender, continue to receive equal pay for equal work.

This announcement highlights our commitment to creating a workplace that values diversity and inclusion, promoting gender equality and closing the gender pay gap. By setting clear targets for gender wage equality, Jones Healthcare Group is taking a crucial step towards advancing the UN SDG 5 and contributing to a more equitable world.

- **Active Support and Recruitment of Newcomer Talent**

We believe supporting newcomers through employment not only benefits individuals and communities, but also strengthens workplace diversity and inclusion, as well as our ability to attract the best talent to our organization. We work with WIL Employment Connections for hiring, engaging newcomers, and networking with local community groups such as the London Middlesex Immigrant Employment Council (LMIEC).

This year, we have also introduced additional mandatory training to our leaders regarding the growing immigrant population in our communities, and how we can best support newcomers in our company.

- **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.

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

Health & Safety

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Medical Aid Frequency

2.77

of medical aid incidents / hours worked x 200,000

Target: MAF = 0, annual

Lost Time Frequency

0.83

lost time incidents / hours worked x 200,000

Target: LTI = 0, annual

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/>

- 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)

Eliminating PFAS

As part of our commitment to environmental and human health, in 2022, we eliminated PFAS (per- and polyfluoroalkyl substances) from our primary packaging materials.

We understand the impact these chemicals can have on the environment, our customers, and consumers, which is why we have taken this step to ensure that our products are safe and sustainable. By removing PFAS from our primary packaging, we are reducing our environmental footprint and contributing to a healthier future for all.



Labour Practices

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



Colleagues Surveyed

86%

% of colleagues that completed employee engagement survey

Colleague Tenure

11%

5-9 Years

5%

10-14 Years

25%

15+ Years

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

Employee Engagement Survey

A colleague engagement survey was carried out in 2022, allowing colleagues to provide confidential feedback on Jones' performance as an employer. Subsequent to the survey, leaders were required to create action plans based on individual follow-up sessions with each team to discuss the results.

This survey confirmed an engagement score of 80%, a positive indicator of our colleagues' feelings toward our organization. Jones scored highest in the areas of health, wellness, safety, diversity, equity and inclusion. Scoring lowest was our colleagues' comfort with the pace of change at Jones in recent years. These results were an important reminder for our leaders to bolster support for our colleagues, as our organization grows and adapts to the changing economic environment post-pandemic.

The success of the program has inspired us to conduct engagement surveys regularly, with the next scheduled for 2024.



Business Ethics

 Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH
AND WELL BEING



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



Highlights

• Annual Independent Auditing by PwC

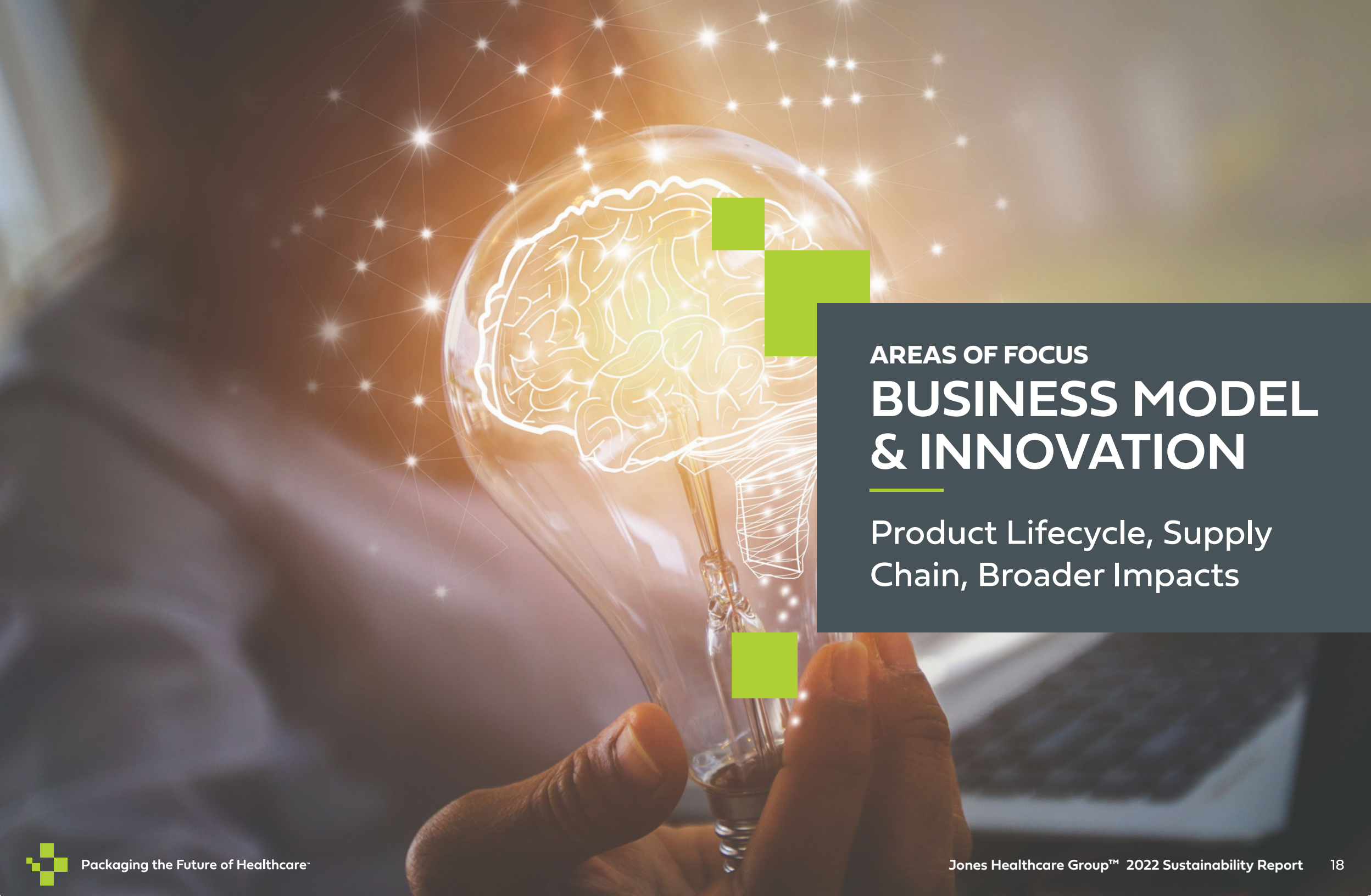
Our financial statements are independently audited annually by PricewaterhouseCoopers (PwC) in accordance with appropriate auditing standards and ethical requirements. PwC provides reasonable assurance that our financial statements across our global business are free from material misstatement, whether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

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

• Robust Corporate HR Policies and Training

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

- Conflict of Interest
- Confidentiality
- Corruption
- Bribery



AREAS OF FOCUS

BUSINESS MODEL & INNOVATION

Product Lifecycle, Supply
Chain, Broader Impacts



Product Lifecycle

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



FSC® or SFI Certified Paperboard

100%

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

Target = maintain 100%

Recyclable or Recycled Plastic

91%

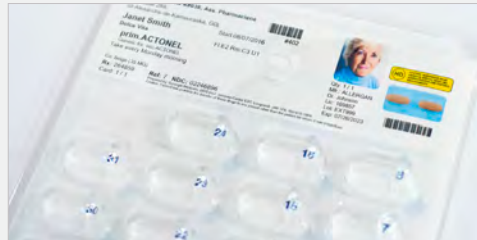
Of plastic (by spend) used in our packaging products is recyclable or contains recycled content (PCR)

Highlights

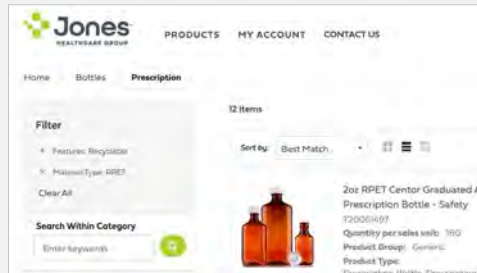
Improving Recyclability of Pharmacy Packaging

Our pharmacy packaging portfolio made significant strides in 2022 with the introduction of two new sustainable packaging solutions. Our Bio-PET blisters, which replace traditional PVC blisters, made a significant impact in the Canadian pharmacy marketplace with approximately 3.5 million units sold, accounting for 10% of our blister sales. We plan to transition the remaining blisters to our BIO-PET blisters over the next 18 months.

Similarly, our RPET bottles, which replace PET bottles, gained popularity in the marketplace with 1.5 million units sold in Canada, representing 28% of our bottle sales. We anticipate transitioning the remaining bottles to RPET bottles throughout 2023. We remain committed to our sustainability goals and look forward to continuing to provide innovative and eco-friendly packaging solutions to the pharmaceutical industry.



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-blisters-pack-designed-for-automation/>



See our growing sustainable pharmacy packaging portfolio at: <https://www.jonespharmacy.com/>

JHG Commits to 100% Certified Responsibly Sourced Paperboard

Jones Healthcare Group pledges to source all its 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/>

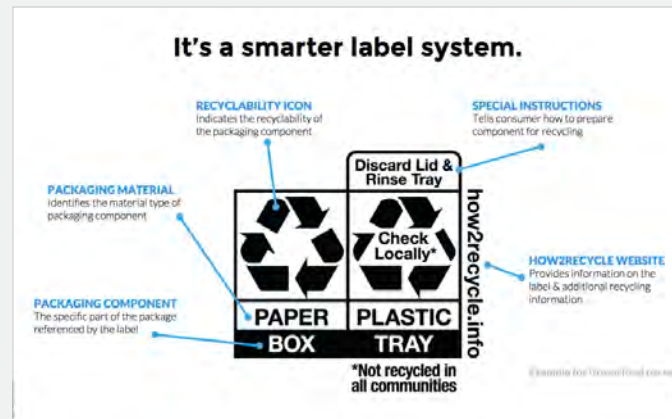
Product Lifecycle

- Jones Adopts How2Recycle® for Evaluating Recyclability and Labeling**

How2Recycle® is a standardized labeling system that clearly communicates recycling instructions to the public. It involves a coalition of forward-thinking companies who want their packaging to be recycled and are empowering consumers through smart packaging labels. As a converter member, Jones is able to assess and prequalify our customers' packaging for How2Recycle® labeling in Canada and the US.

How2Recycle® is also more than just a label—the program provides packaging assessments to its member companies — informing members how to make their packaging more recyclable in accordance with the US Federal Trade Commission and Competition Bureau Canada’s guidance.

At Jones, we are currently utilizing How2Recycle's packaging evaluation program to inform our product development teams as they look to improve the recyclability of our packaging.



- Rapid Packaging Lifecycle Assessment (LCA) for Sustainable Packaging Development**

Trayak's EcoImpact-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. EcoImpact-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.



Industry Recognizes Jones Healthcare for Sustainable Packaging Design

Jones Healthcare Group took home a Bronze Design Award for our Qube Pro medication adherence package at the Sustainable Medicines Packaging Awards. The inaugural ceremony took place at the Connect in Pharma event in Geneva, Switzerland on September 14.

The Sustainable Medicines Packaging Awards celebrate and recognize sustainability in the pharma and biotech sector. The event is run by Yew-Maker, the lead of the Sustainable Medicines Partnership.

The Design Award showcases innovations in sustainable packaging design, with a focus on reducing waste and decreasing environmental footprints. YewMaker recognized our Qube Pro for its reduced material usage and fully recyclable bio-based plastic blisters made from sugar waste.

Overall, the Qube Pro Bio-PET blister pack results in the following when compared to a standard PVC plastic blister pack: 21% reduction in fossil fuel usage; 41% reduction in greenhouse gas emissions; 47% reduction in harmful human impact; and 12% more bio-renewable content.

From: <https://joneshealthcaregroup.com/news/jones-healthcare-recognized-for-sustainable-packaging/>

Supply Chain

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL BEING



6 CLEAN WATER AND SANITATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Key Suppliers Evaluated for Sustainability

94%

of key suppliers evaluated for sustainability (by spend)

🎯 Target = 100% by 2030

CAPEX Evaluated for Sustainability

50%

of capital expenditure reviews with sustainability evaluations

🎯 Target = 100% in upcoming year

Highlights

- **100% of Key Suppliers to be Evaluated for Sustainability by 2030**

To improve sustainability and resiliency of our supply chain, we evaluated our key suppliers' performance in the following areas of sustainability:

- policies
- goals and targets
- corporate disclosure
- certifications
- on-site audits
- risk assessment.

In 2021 we completed evaluations on 83% of our key suppliers by spend. A shift towards our more sustainable suppliers in 2022, resulted in an increase of this number to 94% in 2022. By 2030, we aim to have 100% of our key suppliers evaluated.

- **100% of Capital Expenditures (CAPEX) to be 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)

As we transitioned to this new process throughout this year, we were able to include sustainability evaluations on 50% of CAPEX reviews. Starting in 2023, we commit to including sustainability evaluations on 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.



Supply Chain

How We Built A Resilient and Agile Supply Chain Through COVID-19

For our organization, the pandemic served as a critical catalyst for innovation, prompting us to navigate an unpredictable and volatile market with greater agility and resiliency.

While we encountered significant challenges, through great effort, we ultimately succeeded in launching our company light-years ahead of our previous position. By focusing on proactive measures, we have built the agility and resiliency necessary to mitigate the risk of future supply chain disruptions.

3 Ways We've Built Agility and Resilience in Our Supply Chain

1. Forecasting – Our team worked diligently using forecasting to understand our exact material and supply needs to optimize production. Forecasting is immensely time consuming but has unmatched benefits. As a producer you need to have the right item, at the right time, in the right quantity. You never want to have too much, but you need to have it on time – forecasting enables us to do exactly that.

2. Multi-sourcing Suppliers – Alongside effective forecasting, we have also sourced multiple supply lines. Now we can pick from different suppliers to source our materials, granting us more flexibility and sustainabil-

ity as a business, resulting in higher quality products. Most importantly, as our Vice President of Supply Chain, Rick Grant puts it, "Dual sourcing leaves us with some flexibility so that when things do happen with one supplier, we can quickly bounce back to another and continue to supply our customers."

3. Accountability and Communication – A key learning for us was leveraging open communication strategies to source materials in a timely matter. For us this meant learning about our suppliers' limitations in their manufacturing facilities and communicating those down the value chain, including granular discussions with customers to identify overbuilds. Developing transparent supplier and customer relationships provided the accountability and support needed for sustainability through trying times.

Where are we now?

We may be in a post-pandemic period, but the challenges continue. Like the rest of the world, we are still facing issues with labour shortages due to lockdowns and quarantines, without a timeframe of when or if these challenges will resolve. During the summer we experienced significant shipping delays due to labour shortages

in Halifax ports. Routing and logistics with containers continue to be a big problem and forecasting offshore items shows longer recovery times.

Fortunately, being an onshore supplier, we can circumvent these disruptions with quicker response times and similarly, we're seeing more clients switch to onshore suppliers to this advantage.

What will 2023 bring?

Our team anticipates a year much like 2022. Raw material capacity and the labour market should maintain at similar levels. While we may see a recession in other businesses, we're not expecting that. With our work on forecasting we've seen consistent improvements throughout the year, and we anticipate that will continue.

Should 2023 play out similarly to this past year or bring new challenges, we certainly have the tools to manage it.

For more information, visit: <https://joneshealthcaregroup.com/blog/how-we-built-a-resilient-and-agile-supply-chain-through-covid-19/>



Rick Grant
Vice President, Supply Chain
Jones Healthcare Group

Our Vice President, Supply Chain, Rick Grant, was interviewed by CTV News on the topic of supply chain challenges during the pandemic.

Link: <https://london.ctvnews.ca/supply-chain-issues-expected-to-ease-slowly-by-the-end-of-2022-1.5654083>



Broader Impacts

Aligned with SDGs
(Sustainable Development Goals)

3 GOOD HEALTH AND WELL-BEING



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



17 PARTNERSHIPS FOR THE GOALS



Highlights

- Equipment Investments Primed to Help Nutraceutical Brands Comply With New Canadian Packaging Regulations**

Our investment in a Gallus Labelmaster 440 press from HEIDELBERG, expands our extended content packaging offering, which helps brands include significantly more product information required by new regulations from Health Canada. These regulations will apply to new natural health products starting in June 2025, while all natural health products currently sold in the Canadian marketplace must comply by January 2028.

In addition to solving the complex regulatory needs of our customers through expanded packaging capabilities, this investment further supports regulatory goals from Health Canada, targeted at improving consumer health and safety, by increasing relevant information accessible on consumer facing product packaging.

Learn more at:

<https://joneshealthcaregroup.com/news/jones-health-care-group-primed-to-help-nutraceutical-brands/>

- New Medication Adherence Website Aims to Improve Patient Outcomes through Easy Access to Medication Management Resources**

“One single behaviour can have a profound impact on health and well-being, and that’s medication adherence,” notes Trevor Noye, Senior Vice President – Medication Adherence. “Improving adherence can save healthcare systems \$500 billion a year and greatly improve patient health outcomes.”

Recent adherence studies highlight the need for more awareness around medication adherence and related products among key stakeholders. Understanding the importance and necessity of medication adherence, we designed the new website as a one-stop-shop resource centre sharing the tools and knowledge to help patient care teams succeed. Our resources provide easy access to medication management information for patients, caregivers, and pharmacy professionals.

Learn more at:

<https://joneshealthcaregroup.com/news/jones-health-care-unveils-new-medication-adherence-website/>

Revenue from Healthcare

82%

of revenue supporting the healthcare industry

Years in Business

139

Supporting the healthcare industry since 1882

Drug Topics



Trevor Noye

Senior Vice President – Medication Adherence
Jones Healthcare Group

Trevor Noye, Senior Vice President of Medication Adherence at Jones Healthcare Group, sat down with Drug Topics® to discuss the work that we are undertaking to improve the patient experience, from medication adherence packaging to the use of sustainable materials.

Link: <https://www.drugtopics.com/view/rethink-medication-adherence-with-sustainable-multidose-packaging>

- 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/>

- **Founding Member of the Sustainable Medicines Partnership**

We're incredibly proud to be part of the 42 founding members of the Sustainable Medicines Partnership. Together, we're committed to make every effort to build solutions that reduce medicines waste, which will help reduce emissions and the industry's environmental footprint.

Check out the full list of founding partners. <https://www.yewmaker.com/smp>

- **Jones Healthcare Group Joins California Pharmacists Association as First Canadian Corporate Partner**

Founded in 1869, the CPhA is the largest state association in the US, focused on advancing pharmacy practice to promote health. The association represents 17,000 pharmacists, pharmacy technicians and student pharmacists across community pharmacy, hospitals and health systems, as well as specialty practices in compounding, managed care, and long-term care.

As a Corporate Partner, Jones Healthcare will sit on the CPhA Corporate Advisory Council and Government Relations Roundtable to discuss corporate and organizational initiatives, legislative and advocacy efforts, and strategic plans in the pharmacy space.

From: <https://joneshealthcaregroup.com/news/jones-joins-california-pharmacists-association/>

- **Jones signs on to the Charter for Environmentally Sustainable Self-Care**

Launched in November 2021 by the Global Self-Care Federation (GSCF), the Charter for Environmentally Sustainable Self-Care is the first industry-wide climate action resolution issued by the consumer health sector. By promoting best practices and advising on regulatory standards, the Charter seeks to minimize environmental impacts, without compromising on health outcomes, product safety and access to consumers.

Learn more: https://www.selfcarefederation.org/sites/default/files/media/documents/2023-02/FINAL_GSCF%20ENV%20report%20060223.pdf



Broader Impacts

Corporate Giving

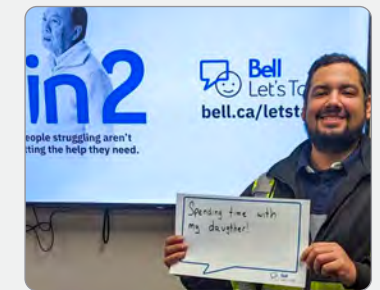
Jones Healthcare Group is highly involved in activities that promote social responsibility and giving back.

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

- Canadian Cancer Society
- Cancer Research UK
- Fanshawe College Foundation
- Heart & Stroke Foundation Canada
- Kid's Help Phone
- London Public Library
- Humane Society
- Peel Animal Rescure
- Trevor Barton Memorial
- Ukraine Relief Donation
- Wellspring Cancer Support

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 (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/>

For sustainability related inquiries, contact:

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