

ORION'S STAKEHOLDER INTERACTION

STAKEHOLDER GROUP	EXPECTATIONS	ENGAGEMENT CHANNELS	ACTIONS
PATIENTS AND CONSUMERS 	<ul style="list-style-type: none"> • Effective, safe, high-quality and cost-efficient products • Reliable supply • Product information and guidance to appropriate usage • Improved usability • Responsible production and recyclable packaging materials 	<ul style="list-style-type: none"> • Digital information channels and non-digital forms • Product information, adverse events and quality information channels • Orion call center • Consumer studies and clinical studies 	<ul style="list-style-type: none"> • Development of new medications • Development of new features and instructions for existing products • Supply chain management to ensure reliable supply and sustainability through the value chain • Prioritising production of critical products during COVID-19
CUSTOMERS AND PARTNER SALES 	<ul style="list-style-type: none"> • Good and sustainable business relationships • Effective, safe, high-quality, responsibly produced and cost-efficient products • Reliable supply • Sustainable operations through the value chain 	<ul style="list-style-type: none"> • Interactive partner sustainability engagement process • Digital portals to share information • Stakeholder questionnaires 	<ul style="list-style-type: none"> • Meetings, trainings and dialogue to share sustainability and product knowledge • Responding to customer surveys on sustainability topics • Being an active participant in different networks • Ensuring sustainability through the whole value chain
INVESTORS 	<ul style="list-style-type: none"> • Value creation • Strong financial performance, growth and commercial success • Effective and high-quality products • Sustainability compliance 	<ul style="list-style-type: none"> • Investor meetings and events • Investor communications • Financial and sustainability reporting 	<ul style="list-style-type: none"> • Reliable, transparent, comprehensive and timely communications • Development of R&D processes to support growth • Sustainability risk management and compliance
SUPPLY CHAIN PARTNERS 	<ul style="list-style-type: none"> • Good and sustainable business relationships • Financial performance and ability to meet contract obligations • Sustainable operations through the value chain 	<ul style="list-style-type: none"> • Supplier relationship management process: meetings and liaison between supply chain partners and Orion • Interactive partner sustainability engagement process 	<ul style="list-style-type: none"> • Comprehensive supplier management process • Transparent and timely communications • Development of R&D processes to support growth • Sustainability risk management and compliance • Meetings, trainings and dialogue to share sustainability knowledge and agree on common actions • Supporting the development of our partners' sustainability competencies

STAKEHOLDER GROUP

EXPECTATIONS

ENGAGEMENT CHANNELS

ACTIONS

HEALTHCARE PROFESSIONALS



- Effective, safe, high-quality and responsibly produced products
- Reliable supply
- Reliable and up-to-date information about products
- Latest research and development process of medicines and medical treatments

- Collaboration with healthcare professionals via meetings and trainings
- Digital portals to share information

- Offering information about our products, their appropriate use, and the latest research
- Educating healthcare professionals and healthcare students
- Participating in and supporting research projects
- Supply chain management to ensure reliable supply and sustainability through the value chain

PHARMACIES



- Reliable, balanced and understandable information about our products, their use and disposal
- Effective, safe, high-quality and cost-efficient products
- Reliable supply

- Digital portals to share information
- Face-to-face meetings and dialogue
- Communication and product information materials

- Educating pharmacists, pharmacy staff, and pharmacy students
- Ensuring product availability
- Producing reliable information

AUTHORITIES



- Effective, safe, high-quality and cost-efficient products
- Reliable supply
- Improving public health and legal compliance

- Participating in different boards and working groups, and interacting with authorities to understand their expectations
- Inspections by authorities

- Acting in compliance with laws and regulations and ensuring the reliable supply of medications
- Participating in and supporting research projects

PATIENT ORGANISATIONS



- Cost-efficient and high-quality medicines that are available when needed and improve patients' quality of life
- Supporting and co-innovating with patient organisations
- Improving patient compliance and adherence to treatment

- Collecting patient insight and feedback from patient organisations
- Participating in different boards and working groups

- Supporting and collaborating with selected patient organisations to develop innovative and meaningful solutions that improve patients' quality of life
- Offering knowledge and material about our products

EXISTING AND POTENTIAL EMPLOYEES



- Meaningful work opportunities and personal development
- Working for the well-being of the environment, people, and society
- Occupational safety and well-being in work
- Fair and equal treatment

- Collecting employee feedback regularly with Pulse Survey
- Collecting expectations and needs on individual competence and career development in an annual review process
- EHS platform to collect safety observations and improvement suggestions

- Setting targets, development plans and actions based on Pulse Survey results
- Various training opportunities for personal development
- Continuous development of sustainability
- Programme to develop safety culture in Orion
- Actions to support work well-being