



Taking care of an integrated company

We believe that company strategies and values are two sides of the same coin.

Basic skills, identity, organizational structure and values, for Zambon, have a two-way relationship with strategies, in that they support them and are supported by them. Without its “soul”, it would be difficult for the company to adopt ambitious strategies, without strategies rewarded by economic success it would be difficult to preserve the company soul and community.

This is the reason why we would like to share these thoughts with you, so that you can witness and interpret them through your work and commitment.

A journey, with continuity

Our entrepreneurial dream is to project a company that is **built to last** in a future that preserves its ancient soul. The entrepreneurial drive wants to recognize and preserve **the company distinctive competence and original values**.

Its chemical and pharmaceutical competencies and values of humility and integrity are the main asset through which the company achieves the maximum level of change and innovation and gives to the people the sense of being part of a solid community.

Mission

By strongly relying on its values, Zambon offers products, services and solutions to help an increasing number of people in many countries to breathe and live well. To do so, it produces medicines whose quality and safety is guaranteed by the management of the whole production chain. Zambon owes its economic development to socially significant drugs produced and distributed on a large scale. In Zambon, cost containment and social responsibility are incorporated beginning with the development of products and production process.

Identity

Zambon is an Italian company whose unique character expresses the distinctive characteristics of Italian entrepreneurship and work. Zambon has a strong corporate identity which the company communicates both inside and outside, by relying on its brand, the narration of its ancient history, its successes, changes, values and its products, of which it is proud. Its profile is based on the people who are and have been working for it while pursuing continuous improvement to, quality, to better organizational management, **without exasperation but with authenticity**. Zambon is capable of telling the story of its progress, its personality as an Italian company, and its uniqueness and vitality as an organizational entity both to the **inside** and the **outside world**.

Organization: Integrating the organization and people

Zambon pursues the implementation of a highly integrated organizational model, in which the different legal entities, internal organizational units, teams, suppliers, distributors, are not only committed to fulfil their assigned roles with competence, but also ensure a high level of organizational integration, i.e. spontaneous cooperation, knowledge sharing, extended communication, professional community and practice.

Zambon's management approach aims to integrate its people with the external communities within which the company operates. Hence it adopts an organizational behaviour based on suppleness, rapidity and responsiveness. Zambon is a company pursuing continuous improvement and stability, quality and flexibility. Zambon is not a bureaucratic organization but rather a **resilient**¹ and **adaptive**² one. To Zambon **all that which people implement, but also the way they do it, is important**. Zambon is an organizational network **consisting of flexible roles** and vital organizational units which operate **with suppleness, rapidity and responsiveness**, in view of the company economic and social objectives.

Zambon expresses its distinctive nature above all through its people, favoring continuous learning and the development of competencies.

It is an integral company because it is **made of integral** people. Zambon enhances the physical, psychological, cognitive, professional, social **integration** above all focused on the enhancement of the **real identity**.

Values

Zambon relies on fundamental values, i.e. principles which are expected to guide the behaviour of company and people. Values are the prerequisites of our behaviours. For us, at Zambon, values are **something worth committing ourselves to**.

- Ethical values: integrity, honesty, consideration for other people, humility and on their safety
- Personal values: develop talent and passion, be brave and curious, be strongly inclined to stay together. These values can be supported to benefit our professional lives.

¹ Resilience is the ability to withstand shear stresses and adjust to external conditions.

² Adaptivity is the ability to take unexpected opportunities.

- Professional values: innovative character, quality, responsiveness, discipline. These values benefit our strategies and help us achieve the goals we set for ourselves everyday.

This entire set of ethical, personal and professional values represents a comprehensive integrated corporate culture which must be supported and circulated extensively, especially by setting good examples that can be followed by others. Integrity and humility are at the top of our values because they allow us to “listen to” our and other people’s responsibilities before taking action.

Live up to our social responsibility

Zambon complies with, listens to and promotes the legitimate interests of all stakeholders. At the base of our corporate values are the dedication to the drug and service end-users, the care for the people working with the company, the development of the communities in which the company operates, the environmental sustainability, the respect of investor partners. Our effort to **take into account** the needs of the different stakeholders, optimize them all together, **make ourselves useful**, favour spontaneous cooperation is an **integrated part of our** company management **system** which aims to set and achieve several objectives. This all-round **social respect** is an **essential component of our reputation**, economic success and of the duration of our company.

Business strategies

Zambon has opted to have increasing volumes and increasing geographical coverage, so as to ensure growth and sustain its ability to last and change over time. Its strategies and the implementation of its strategies in a very complex economic and social environment must rely on a **high innovation capability and flexibility**. Its strategy of making investments upstream the chemical sector allows Zambon not only to confirm its distinctive competence but also to penetrate a larger market, increase its size and international presence, thus

reinforcing its current ability to follow several business strategies, such as cost, diversification, innovation and internationalization strategies. **Zambon develops strategies it is able to comply with**, and implements them thanks to the support each of us can provide. Flexible strategies and their implementation make up a need we are called to meet and they require the humility and participation of everybody.

Gadina

Replante

Clive

Elma

Zamb