

INSTRUCTIONS FOR LODGING A COMPLAINT

A. Complaints Handling

✓ **Complaints Channel**

With this complaints channel, it is possible to report incidents involving legislation breaches in complete security and, mainly, privacy.

✓ **What is the purpose of the channel and to whom is it available?**

Our Company, respecting from the first day of its foundation until today the values and principles that must govern the operation and conduct of its business activity and fully complying with the relevant legislation, created this complaints channel, so that any interested natural person can inform us, by name or anonymously, about incidents of legislation breaches, whether these came to your knowledge directly or through a third party. This channel is for complaints of incidents involving either our current or former employees.

✓ **What options are offered through this Channel?**

As a Company, we provide every natural person with the opportunity to lodge a complaint about an unlawful incident, committing ourselves to maintain their anonymity, if they so wish, and of course to review their complaint with utmost diligence. However, any lodged complaint must be made solely on the basis of a duty of honesty, conscientiousness and good faith. In any case to the contrary, the Company may exercise its legal rights. Specifically, you may lodge a complaint, by way of example but not limitation, about the following areas of activity:

- Violence and harassment in the workplace
- Breach of personal data

✓ **Receipt of a Complaint**

In the event that you lodge a complaint, it will be received and reviewed exclusively by the Company's competent and authorised reference person and complaints recipient.

- By e-mail to the address: harassment@targetpharma.gr
- By postal mail to the following address: TARGET PHARMA SOLE SHAREHOLDER LIMITED LIABILITY COMPANY - Complaints Reception Office, Menandrou 54, 104 31, Athens

B. How to contact us

For a more efficient handling of your complaints, please refer to the following areas at the very least:

- Area of activity concerned (Violence and Harassment, Breach of Personal Data, Other)
- Date of Incident
- Place of Incident
- Persons involved
- Brief description of the incident
- Attach documents that are relevant to the incident and possibly substantiate the complaint
- Contact details*

If you wish to lodge an **anonymous complaint we recommend that you do not disclose your personal details in order to avoid any possible identification. However, due to the fact that, in the event that you lodge an anonymous complaint, the Company will not be able to contact you in order to potentially obtain any additional information or clarifications, we recommend that you include an email from which we will not be able to identify you and to which you alone will have access.*